

TASK ORDER REQUEST (TOR)

GSC-QF0B-12-0108

FAS OCIO Database and Application Middleware Server Support

in support of:

General Services Administration Federal Acquisition Service Office of the Chief Information Officer

**Issued to:
all contractors under the Alliant
Government Wide Acquisition Contract**

**Issued by:
General Services Administration
Federal Systems Integration and Management Center (FEDSIM)
2100 Crystal Drive (QFOB)
Suite 800
Arlington, VA 20406**

April 2012

FEDSIM Project Number 12065GSM

SECTION B – SUPPLIES OR SERVICES AND PRICES / COSTS

NOTE: The Section numbers in this Task Order (TO) correspond to the Section numbers in the Alliant Contract. Section B of the contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:

B.1 GENERAL

The work shall be performed in accordance with all Sections of this TO and the contractor's Basic Contract, under which the resulting TO will be placed.

B.5 CONTRACT ACCESS FEE

The General Services Administration's (GSA) operating costs associated with the management and administration of this contract are recovered through a Contract Access Fee (CAF). The amount of the CAF is $\frac{3}{4}\%$ (i.e., (.0075)) of the total price/cost of contractor performance. Each TO issued under the base contract shall have a separate Contract Line Item Number (CLIN) to cover this access fee, and this CAF shall be obligated at TO award. The following access fee applies to TOs issued under the base contract.

GSA-Issued Task Orders:

Orders in excess of \$13.3 million are capped at \$100,000 per order year.

B.6 ORDER TYPES

The contractor shall perform the effort required by this TO on a Cost-Plus-Award-Fee (CPAF) basis for CLINs 0001-0002, 1001-1002, 2001-2002, 3001-3002, 4001-4002, and 5001-5002, and Not To Exceed (NTE) basis for CLINs 0003-0006, 1003-1006, 2003-2006, 3003-3006, 4003-4006, and 5003-5006.

B.7 ORDER PRICING (ALL ORDER TYPES)

Long distance travel is defined as travel over 50 miles. Local travel will not be reimbursed. The following abbreviations are used in this price schedule:

CPAF Cost-Plus-Award-Fee
NTE Not-to-Exceed
ODC Other Direct Cost

SECTION B – SUPPLIES OR SERVICES AND PRICES / COSTS

B.7.1.1 BASE PERIOD:

LABOR CLINs – Cost Plus Award Fee

| CLIN | Description | Estimated Cost | Award Fee | Total Estimated Cost Plus Award Fee |
|------|--|----------------|-----------|-------------------------------------|
| 0001 | Labor – Task 1, Task 2, Tasks 3, and 4 | \$_____ | \$_____ | \$_____ |
| 0002 | Labor – Task 5 Optional Task | \$_____ | \$_____ | \$ <u>0.00</u> |

TRAVEL, TOOLS and ODC CLINs

| CLIN | Description | | Total Ceiling Price |
|------|--|-----|------------------------|
| 0003 | Long Distance Travel Including Indirect Handling Rate _____% | NTE | \$ <u>10,000.00</u> |
| 0004 | Tools Including Indirect Handling Rate _____% | NTE | \$ <u>1,200,000.00</u> |
| 0005 | ODCs Including Indirect Handling Rate _____% | NTE | \$ <u>10,000.00</u> |
| 0006 | Contract Access Fee | NTE | \$ _____ |

TOTAL BASE PERIOD CLINs: \$_____

B.7.1.2 OPTION PERIOD 1:

LABOR CLINs – Cost Plus Award Fee

| CLIN | Description | Estimated Cost | Award Fee | Total Estimated Cost Plus Award Fee |
|------|--------------------------------|----------------|-----------|-------------------------------------|
| 1001 | Labor – Task 1, Tasks 3, and 4 | \$_____ | \$_____ | \$_____ |
| 1002 | Labor – Task 5 Optional Task | \$_____ | \$_____ | \$ <u>630,000.00</u> |

TRAVEL, TOOLS and ODC CLINs

| CLIN | Description | | Total Ceiling Price |
|------|--|-----|------------------------|
| 1003 | Long Distance Travel Including Indirect Handling Rate _____% | NTE | \$ <u>10,000.00</u> |
| 1004 | Tools Including Indirect Handling Rate _____% | NTE | \$ <u>1,500,000.00</u> |
| 1005 | ODCs Including Indirect Handling Rate _____% | NTE | \$ <u>10,000.00</u> |

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| CLIN | Description | | Total Ceiling Price |
|------|---------------------|-----|---------------------|
| 1006 | Contract Access Fee | NTE | \$ _____ |

TOTAL OPTION PERIOD 1 CLINS: \$ _____

B.7.1.3 OPTION PERIOD 2:

LABOR CLINs – Cost Plus Award Fee

| CLIN | Description | Estimated Cost | Award Fee | Total Estimated Cost Plus Award Fee |
|------|--------------------------------|----------------|-----------|-------------------------------------|
| 2001 | Labor – Task 1, Tasks 3, and 4 | \$ _____ | \$ _____ | \$ _____ |
| 2002 | Labor – Task 5 Optional Task | \$ _____ | \$ _____ | \$ <u>880,000.00</u> |

TRAVEL, TOOLS and ODC CLINs

| CLIN | Description | | Total Ceiling Price |
|------|--|-----|------------------------|
| 2003 | Long Distance Travel Including Indirect Handling Rate _____% | NTE | \$ <u>10,000.00</u> |
| 2004 | Tools Including Indirect Handling Rate _____% | NTE | \$ <u>1,500,000.00</u> |
| 2005 | ODCs Including Indirect Handling Rate _____% | NTE | \$ <u>10,000.00</u> |
| 2006 | Contract Access Fee | NTE | \$ _____ |

TOTAL OPTION PERIOD 2 CLINS: \$ _____

B.7.1.4 OPTION PERIOD 3:

LABOR CLINs – Cost Plus Award Fee

| CLIN | Description | Estimated Cost | Award Fee | Total Estimated Cost Plus Award Fee |
|------|--------------------------------|----------------|-----------|-------------------------------------|
| 3001 | Labor – Task 1, Tasks 3, and 4 | \$ _____ | \$ _____ | \$ _____ |
| 3002 | Labor – Task 5 Optional Task | \$ _____ | \$ _____ | \$ <u>910,000.00</u> |

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TRAVEL, TOOLS and ODC CLINs

| CLIN | Description | | Total Ceiling Price |
|------|--|-----|------------------------|
| 3003 | Long Distance Travel Including Indirect Handling Rate _____% | NTE | \$ <u>10,000.00</u> |
| 3004 | Tools Including Indirect Handling Rate _____% | NTE | \$ <u>1,500,000.00</u> |
| 3005 | ODCs Including Indirect Handling Rate _____% | NTE | \$ <u>10,000.00</u> |
| 3006 | Contract Access Fee | NTE | \$ _____ |

TOTAL OPTION PERIOD 3 CLINS:

\$ _____

B.7.1.5 OPTION PERIOD 4:

LABOR CLINs – Cost Plus Award Fee

| CLIN | Description | Estimated Cost | Award Fee | Total Estimated Cost Plus Award Fee |
|------|--------------------------------|----------------|-----------|-------------------------------------|
| 4001 | Labor – Task 1, Tasks 3, and 4 | \$ _____ | \$ _____ | \$ _____ |
| 4002 | Labor – Task 5 Optional Task | \$ _____ | \$ _____ | \$ <u>1,225,000.00</u> |

TRAVEL, TOOLS and ODC CLINs

| CLIN | Description | | Total Ceiling Price |
|------|--|-----|------------------------|
| 4003 | Long Distance Travel Including Indirect Handling Rate _____% | NTE | \$ <u>10,000.00</u> |
| 4004 | Tools Including Indirect Handling Rate _____% | NTE | \$ <u>1,500,000.00</u> |
| 4005 | ODCs Including Indirect Handling Rate _____% | NTE | \$ <u>10,000.00</u> |
| 4006 | Contract Access Fee | NTE | \$ _____ |

TOTAL OPTION PERIOD 4 CLINS:

\$ _____

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B.7.1.6 OPTION PERIOD 5:

LABOR CLINs – Cost Plus Award Fee

| CLIN | Description | Estimated Cost | Award Fee | Total Estimated Cost Plus Award Fee |
|------|--|----------------|-----------|-------------------------------------|
| 5001 | Labor – Task 1, Task 2, Tasks 3, and 4 | \$ _____ | \$ _____ | \$ _____ |
| 5002 | Labor – Task 5 Optional Task | \$ _____ | \$ _____ | \$ <u>920,000.00</u> |

TRAVEL, TOOLS and ODC CLINs

| CLIN | Description | | Total Ceiling Price |
|------|--|-----|------------------------|
| 5003 | Long Distance Travel Including Indirect Handling Rate _____% | NTE | \$ <u>10,000.00</u> |
| 5004 | Tools Including Indirect Handling Rate _____% | NTE | \$ <u>1,500,000.00</u> |
| 5005 | ODCs Including Indirect Handling Rate _____% | NTE | \$ <u>10,000.00</u> |
| 5006 | Contract Access Fee | NTE | \$ _____ |

TOTAL OPTION PERIOD 5 CLINS: \$ _____

GRAND TOTAL ALL CLINS: \$ _____

B.12 SECTION B TABLES

B.12.1 INDIRECT/MATERIAL HANDLING RATE

Travel, Tools, and ODC costs incurred may be burdened with the contractor's indirect/material handling rate commensurate with forward pricing rate agreements and if such indirect/material handling rate is not included in the fully burdened labor rate.

B.12.2 DIRECT AND INDIRECT RATES

B.12.2.1 INDIRECT LABOR RATES

All indirect rates proposed and billed under this task order shall be commensurate with the most current DCAA approved forward pricing rate agreement. Indirect rates include, but may not be limited to, indirect material handling rates, overhead rates, and general and administrative rates.

B.13 INCREMENTAL FUNDING

B.13.1 INCREMENTAL FUNDING LIMITATION OF GOVERNMENT'S OBLIGATION

Incremental funding for CLINs X001 through X006 is currently allotted and available for payment by the Government. Additional incremental funding for these CLINs will be allotted and available for payment by the Government as the funds become available. The estimated period of performance covered by the allotments for the mandatory CLINs is from award through September 30, 2012, unless otherwise noted in Section B.7. The TO will be modified to add funds incrementally up to the maximum of \$***,***,*** over the performance period of this TO. These allotments constitute the estimated cost for the purpose of Federal Acquisition Regulation (FAR) Clause 52.232-22, Limitation of Funds, which applies to this TO on a CLIN-by-CLIN basis.

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Incremental Funding Chart (To be filled in after award):

| CLIN | ESTIMATED COST | ESTIMATED AWARD FEE | ESTIMATED CPAF | FUNDED COST | FUNDED AWARD FEE | FUNDED CPAF | LEFT TO FUND |
|-------|-------------------|------------------------|-------------------|-------------|---------------------|-------------|--------------|
| 0001 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |
| 0002 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |
| 0003 | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| 0004 | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| 0005 | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| 0006 | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| SUB | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |
| 1001 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |
| 1002 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |
| 1003 | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| 1004 | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| 1005 | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| 1006 | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| SUB | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |
| 2001 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |
| 2002 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |
| 2003 | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| 2004 | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| 2005 | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| 2006 | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| SUB | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |
| 3001 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |
| 3002 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |
| 3003 | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| 3004 | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| 3005 | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| 3006 | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| SUB | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |
| 4001 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |
| 4002 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |
| 4003 | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| 4004 | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| 4005 | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| 4006 | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| SUB | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |
| 5001 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |
| 5002 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |
| 5003 | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| 5004 | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| 5005 | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| 5006 | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - |
| SUB | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |
| TOTAL | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - |

SECTION B – SUPPLIES OR SERVICES AND PRICES / COSTS

B.14 AWARD FEE CALCULATION TABLE

| Award Fee | | | | | |
|------------|--------|----------------|--------------------------|------------|--------------|
| Year | Period | Months Covered | Available Award Fee Pool | Earned Fee | Unearned Fee |
| 7/12-9/12 | 1 | 3 | | | |
| 10/12-3/13 | 2 | 6 | | | |
| 4/13-9/13 | 3 | 6 | | | |
| 10/13-3/14 | 4 | 6 | | | |
| 4/14-9/14 | 5 | 6 | | | |
| 10/14-3/15 | 6 | 6 | | | |
| 4/15-9/15 | 7 | 6 | | | |
| 10/15-3/16 | 8 | 6 | | | |
| 4/16-9/16 | 9 | 6 | | | |
| 10/16-6/17 | 10 | 9 | | | |

Calculations for the Award Fee Pool are referenced in Section J Attachment J; Award Fee Determination Plan

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract. Section C of the contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:

C.1 BACKGROUND

Database support services for the General Services Administration (GSA), Federal Acquisition Service (FAS), Office of the Chief Information Officer (OCIO) are currently provided in the Metro Washington, DC area, and at the Western Distribution Center in Stockton, CA. The specific characteristics of each facility reflect both FAS systems requirements and historical development. GSA FAS currently owns server, peripheral, and network hardware and software installed in each site, and provides these as Government Furnished Property (GFP) to Contractor personnel who conduct day-to-day operations, systems administration, and technical support.

C.1.1 PURPOSE

The FAS OCIO requires information technology (IT) services to manage, support and modernize its database and application middleware server support. FAS OCIO intends to take advantage of new technologies to better leverage database infrastructure support services such as Database as a Service (DaaS) and Software as a Service (SaaS), and an Information Technology Infrastructure Library (ITIL) management framework across IT services.

FAS' goal is to modernize its IT infrastructure by transitioning to a technical framework that enables rapid response to emerging internet and technology trends and complex Government requirements. FAS also seeks to redesign database infrastructure, leverage contractor owned and implemented robust database, and middleware monitoring tools.

C.1.2 AGENCY MISSION

FAS assists Federal agencies throughout the world to acquire supplies, furniture, computers, tools, and equipment. The products and services offered to these Federal agencies include office equipment and supplies, laboratory equipment, paint, tools, hardware and software, copiers, furniture, vehicles, and an array of service contracts that support other critical requirements (e.g., charge cards and financial management services). FAS Fleet provides vehicle services to Federal agencies, offering a modern fleet and timely replacement of vehicles, lower lease costs, professional maintenance management, and a selection of alternative-fuel vehicles. FAS also helps Federal agencies dispose of items they no longer need by transferring them to other Government agencies or nonprofit organizations or by selling them to the public.

FAS provides best-value services, products, and solutions to customers that increase overall Government effectiveness and efficiency. The FAS OCIO develops and manages applications and systems in support of FAS business lines and staff offices in accordance with policy established by the GSA Chief Information Officer

GSA FAS is organized into four primary business portfolios, six supporting integrator offices, and 11 Regions.

C.2 SCOPE

The scope of the Database and Application Middleware Server Support requirement is to provide timely and cost efficient support services to stakeholders including core applications such as GSA Advantage and eOffer and their users. The FAS OCIO requires Database support services at FAS locations in the Metro Washington DC area, and at its Western Distribution Center in Stockton, CA.

During the period of performance of this task order, it is the Government's desire to migrate critical database services to technologies that enhance efficiency, are robust, and reliable to serve FAS stakeholders. Database as a Service (DaaS) and "cloud computing" initiatives are two examples of alternate paradigms that can be adapted to meet the dynamic database requirements of the GSA FAS organization and stakeholders. The contractor, as an optional task, shall investigate emerging technologies, industry best practices, and Government regulations and guidelines, and provide recommended solutions and high level migration schedules for the FAS OCIO to consider. Once the Government decides on the best solution, the contractor shall begin to adapt, or migrate the GSA FAS databases to other database platforms that leverage emerging technologies and moves GSA FAS towards a technology solution that offers more efficient capacity utilization. In addition to database support, the contractor shall also manage and maintain (including patching and software upgrades), FAS Application Server (middleware) software components, primarily JBOSS, as well as Tomcat and ColdFusion.

The contractor shall support the database and application server(middleware) support requirements of the FAS business lines and support offices, and the contractor shall provide these services at current levels or better, as determined by the SLRs included in the Section F.8.1, until transition to the selected database solution is complete and accepted by the Government. The contractor's schedule of milestones for transition activities (including all gate reviews and integration testing) shall be provided in the contractor's transition in plan. The contractor shall update transition activities if necessary with close oversight and approval by Government personnel.

C.3 CURRENT INFORMATION TECHNOLOGY (IT)/NETWORK ENVIRONMENT

Currently, FAS leverages various databases to operate and run mission critical business applications, such as GSA Advantage and eOffer. As part of this requirement, the contractor shall be responsible for support these databases, which includes the Sybase database environment, Oracle, MS SQL, and MY SQL. Details of the current environment are provided in Section J Attachment A.

C.4 OBJECTIVE

The objective of the TO is to provide FAS OCIO with Database Services and Application Server support services, also referred to as middleware, while implementing an ITIL management framework. GSA FAS seeks to achieve improved database systems quality, availability, security, integration, and high quality service levels to end-users. FAS seeks to minimize operating costs by leveraging matrix resources for routine administrative tasks (non-dedicated

resources) and in the future migrate to more cost-effective technology platforms, as well as enable existing FAS IT staff to focus on higher “value added” IT management, technology, and program support functions.

GSA FAS intends to leverage the contractor’s tools, which shall be provided as a service, to manage, monitor, and maintain FAS production databases and middleware components (these tools should monitor the majority of the Oracle, Sybase and MS SQL production database environments). These tools shall also be leveraged as a method to implement the management framework that GSA FAS requires. GSA FAS seeks to optimize database and middleware monitoring through the use of dashboards that collect and report system alerts real-time for all critical IT assets (production at a minimum), and leverage robust tools to perform automated deployments for some FAS applications. Additionally, GSA FSA intends to implement administration processes, through establishing a Configuration Management Database (CMDB) that includes configuration interactions between databases, middleware, and applications. The CMDB will monitor critical systems that support FAS, as well as monitor key database and Application Server (middleware) components.

GSA FAS seeks to optimize database and middleware monitoring through the use of dashboards that collect and report system alerts real-time for all critical IT assets (production at a minimum), and leverage robust tools to perform automated deployments for some FAS applications.

GSA FAS seeks assistance to evaluate, test, and adapt legacy applications using cost-effective technologies like virtualization, Infrastructure as a Service (IaaS), Database as a Service (Daas) and Platform as a Service (PaaS).

Additional objectives include:

- Ensuring FAS database and middleware components are secure and not vulnerable to security attacks.
- Redesign of the Oracle infrastructure to be highly available, redesign of the FAS Data Warehouse system to be more efficient and highly available, implement database redundancy for GSA Advantage.
- Leveraging critically needed database skills by encouraging knowledge transfer and cross training across FAS database management products, applications, and procedures.

C.5 TASKS

The contractor shall perform the following tasks under the TO:

C.5.1 TASK 1 – PROVIDE PROGRAM MANAGEMENT

The contractor shall provide program management support under this task order. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors (if applicable), to satisfy the requirements identified in this Performance-Based Statement of Work (PBSOW). The contractor shall identify a Program Manager (PM) by name, who shall provide management, direction, administration, quality assurance, and leadership of the execution of this task order.

C.5.1.1 SUBTASK 1 - COORDINATE A PROJECT KICK-OFF MEETING

The contractor shall schedule and coordinate a Project Kick-Off Meeting at the location approved by the Government (in Crystal City, Arlington, VA) no later than 15 calendar days after task order award. The meeting shall provide an introduction between the contractor personnel and Government personnel who will be involved with the task order. The meeting will provide the opportunity to discuss technical, management, and security issues, as well as travel authorization and reporting procedures. At a minimum, the attendees shall include contractor Key Personnel, who shall coordinate with the FEDSIM COR to include all relevant Government personnel. The contractor shall provide the following at the Project Kick-Off meeting:

- Transition-In Plan Overview Briefing
- Completed security package for all contractor Key Personnel

The contractor shall provide the following within 10 calendar days of the Kick-Off meeting:

- Draft Project Management Plan (including service performance metrics)
- Earned Value Management (EVM) Plan

C.5.1.2 SUBTASK 2 - PREPARE A MONTHLY STATUS REPORT (MSR)

The contractor's Project Manager shall develop and provide a MSR using MS Office Suite applications, by the 15th of each month via electronic mail to the COR and TPOC. The MSR shall include the following:

- Activities during reporting period, by task (include: on-going activities, new activities, activities completed; progress to date on all above mentioned activities). Start each section with a brief description of the task
- Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them
- Personnel gains, losses and status (MBI status, etc.)
- Government actions required
- Schedule (show major tasks, milestones, and deliverables; planned and actual start and completion dates for each)
- Summary of trips taken, conferences attended, etc. (attach trip reports to the MSR for reporting period)
- EVM statistics
- Database operational reports
- Accumulated invoiced cost for each CLIN up to the previous month
- Projected cost of each CLIN for the current month
- Comparison data/monthly performance reports

C.5.1.3 SUBTASK 3 - EARNED VALUE MANAGEMENT (EVM) CRITERIA

The contractor shall employ and report on EVM in the management of efforts executed under the Cost Plus Award Fee (CPAF) identified tasks within this task order. See Earned Value Management for the EVM requirements.

C.5.1.4 SUBTASK 4 – CONVENE TECHNICAL STATUS MEETINGS

The contractor Program Manager shall convene a monthly Task Order Activity and Status Meeting with the COR, TPOC, and other Government stakeholders. The purpose of this meeting is to ensure all stakeholders are informed of the monthly activity and status report, provide opportunities to identify other activities and establish priorities, and coordinate resolution of identified problems or opportunities.

The contractor's Program Manager shall provide Technical Status Meeting Minutes to the COR within seven (7) calendar days the status meeting, to include:

- Attendance
- Issues discussed
- Decisions made
- Action items assigned

C.5.1.5 SUBTASK 5 – PREPARE A PROGRAM MANAGEMENT PLAN (PMP)

The contractor shall document all TO support requirements in a PMP. The PMP shall detail Standard Operating Procedures (SOPs) for all tasks. The PMP shall define policies and procedures for managing and directing the effort for productivity, quality, cost control, and early identification and resolution of problems. The PMP shall include milestones, tasks, and subtasks required in the TO. The PMP shall provide for a Work Breakdown Structure (WBS), and associated responsibilities and partnerships between Government organizations by which the contractor shall manage all work. The PMP shall include the contractor's Quality Control Plan (QCP) and EVM Plan.

The contractor shall perform according to the Service Level Requirements identified in the Award Fee Determination Plan (AFDP) and the contractor's Government-approved QCP. The contractor shall document any changes to these documents in the PMP.

The contractor shall provide the Government with an initial Draft PMP with in 10 calendar days of the Project Kick-Off Meeting, on which the Government will make comment. The contractor shall incorporate Government comments and provide a revised PMP to the Government no later than two (2) weeks after receipt of Government comments. The delivery schedule for the PMP and other TO deliverables is provided in Section F of the task order.

C.5.1.6 SUBTASK 6-UPDATE THE PMP

The PMP is an evolutionary document that shall be updated annually. The contractor shall work from the latest Government approved version of the PMP.

C.5.1.7 SUBTASK 7 – PREPARE TRIP REPORTS

The Government will identify the need for a Trip Report (if required) when the request for travel is submitted. The contractor shall keep a summary of all long-distance travel, to include, at a minimum, the name of the employee, location of travel, purpose of trip, trip duration, and POC at the travel location.

SECTION C – PERFORMANCE-BASED STATEMENT OF WORK

Assuming approved funding is available, travel may be required for the purposes of program management, software installation, system maintenance, and technical support. Travel shall be approved in writing by the FAS COR in advance of any travel. Travel times, other than during the standard work week, shall be performed as may reasonably be required for the expeditious rendering of services there under, and shall be performed to the extent such travel is specifically authorized by the FAS TPOC and COR only.

Travel and per diem shall be reimbursed in accordance with FAR 31.205-46, Travel Costs. As applicable, the task order will have a cost-reimbursable line item with a not-to-exceed ceiling amount. It is the Contractor's responsibility to ensure that adequate funds remain on the line item prior to traveling.

Travel is considered to be a requirement for the contractor/subcontractor employee to work at a facility at least 50 miles away from the contractor's primary duty station.

C.5.1.8 SUBTASK 8 – PROVIDE CUSTOMER FEEDBACK SURVEYS

The contractor shall establish and implement a methodology for providing customer feedback. This shall include processes, procedures, and capabilities to assess: customer satisfaction, emerging requirements, and developing trends. The contractor shall also implement processes/procedures and communication media to keep stakeholders and functional proponents informed of the project's status, future plans, and opportunities, including a bi-annual review to ensure that performance meets GSA FAS stakeholder expectations.

C.5.2 TASK 2 – PROVIDE TRANSITION MANAGEMENT SERVICES

The contractor shall implement a transition in methodology contained in their Government-approved Transition-In Plan that is based on the contractor's transition approach presented in their technical proposal to ensure that contractor personnel and subcontractor personnel (if applicable) provide a seamless, risk mitigated, and effective transition. The contractor shall ensure that transition activities do not disrupt FAS services to stakeholders. Transition management services primarily include FAS databases, related database tools and middleware components.

All Transition-in activities shall be completed no later than September 22nd, 2012. The contractor shall provide a single point of contact to verify contractor personnel security packages are complete prior to submission, and expedite communications with the FAS OCIO security POC through transition.

Within the transition-in period, the Government will provide the contractor with necessary Government Furnished Information (GFI) and GFP. During the transition period, the incumbent contractor shall remain responsible for all database sustainment activities until officially relieved by the Government and the new contractor assumes full responsibility. There shall be overlap between the incumbent and new contractor during the transition period.

The transition shall ensure minimum disruption to vital Government business activities. The contractor shall ensure that there will be no service degradation during and after transition. The contractor-developed, detailed Transition-In Plan shall provide for, at a minimum, the following:

- An overview of the transition effort
- An updated (if needed) schedule with milestones and tasks
- Description of systems and GFP to transition
- Transition of GFP/GFI
- Transition knowledge and information from key contractor personnel
- Transition knowledge and information regarding risk or problem areas

The contractor shall provide a Transition-In Plan Overview Briefing at the Project Kick-Off meeting.

C.5.2.1 SUBTASK 1 – TRANSITION-IN PLAN

The Contractor shall deliver a draft Transition-In Plan 10 days after the task order award. The Transition-In Plan shall incorporate a phased approach enabling FAS to maintain continuity of database services throughout the transition. The Contractor shall deliver a Transition-In Plan that addresses the following requirements at a minimum:

- The Transition-In Plan shall identify all project management, procedures and tools to be used to manage the transition
- The Transition-In Plan shall detail the impacts of transition, database/middleware ownership, GFP/space, and a complete detailed schedule for transition, focusing on ensuring business continuity throughout transition
- The Transition-In Plan shall also define contractor's approach to staffing, progress reporting, coordination with third-party providers, and customer education and communication

The final Transition-In Plan shall be delivered to the Government no later than 10 days after the Government provides comments on the Draft Transition-In Plan. The contractor shall coordinate its proposed sequence for transitioning with FAS and shall make adjustments to the sequence, prior to making the Transition-In Plan final. The contractor shall submit the final Transition-In Plan to the GSA FAS Information Systems Security Officer (ISSO) for approval. The contractor shall not proceed with transition without obtaining FAS and ISSO approval of the Transition-In Plan in its entirety or in part. The contractor shall provide integration and testing activities as part of the transition. The contractor shall develop and document an Integration and Testing Plan as part of the Transition-In Plan. The contractor shall manage the integration test environment and conduct integration and security testing for all transitioned components as defined in FAS and Federal security documents that will be provided at the Project Kick-Off Meeting.

For all new transitioned components, the contractor shall evaluate all new and upgraded system components and services for compliance with FAS security rules, regulations and procedures. The contractor shall access and communicate the overall impact and potential risk to system components prior to implementing changes. The contractor shall develop, conduct and document any User Acceptance Testing (UAT) requirements.

C.5.2.2 SUBTASK 2 - PROVIDE TRANSITION OUT SUPPORT

The contractor shall support the Government during transitioning out of the TO. The contractor shall prepare a Transition-Out Plan that details all transition out activities, to include both

contractor and Government personnel roles, to ensure that there is a seamless transition to an incoming contractor /Government personnel at the expiration of the task order. The contractor shall provide a Transition-Out Plan no later than (NLT) 90 days prior to expiration of the TO. The contractor's Transition-Out Plan shall identify how the contractor shall coordinate with the incoming contractor and Government personnel to transfer knowledge regarding the following:

- Project management processes
- Points of contact
- Location of technical and project management documentation
- Status of ongoing technical initiatives
- Appropriate contractor to contractor coordination to ensure a seamless transition
- Transition of key personnel roles and responsibilities
- Transfer of any GFI/GFP
- Transfer of any Software Agreements (see Section H.25)
- Identify schedules and milestones
- Identify actions required of the Government

The contractor shall establish and maintain effective communication with the incoming contractor/Government personnel during the transition out period via weekly status meetings or other Government-approved transition communication methodology.

C.5.3 TASK 3 – DATABASE SERVICES

C.5.3.1 SUBTASK 1 - DATABASE AND APPLICATION SERVER ADMINISTRATION

For FAS designated servers, the contractor shall manage and maintain all production and non-production databases, database servers, and application servers. The contractor shall manage, maintain, and administer physical data storage, access, and security in support of FAS databases and application servers. The contractor shall perform database backup and recovery, configure database parameters, and prototype database designs against logical data models. The contractor shall optimize database access and allocate database resources for optimum configuration, database performance and cost. The contractor shall work with GSA FAS to determine the best approaches for database operations and maintenance activities. The contractor shall perform the following functions:

- Operate and maintain FAS designated database and application servers, supporting utilities and third party products
- Perform all required database configuration updates as scheduled and as approved by the FAS TPOC
- Perform all required database backups as scheduled and as approved by the FAS TPOC. These activities shall include:
 1. Set up and administer utilities for backup and recovery, with priority placed on business continuity
 2. Load and unload database server and application server databases
 3. Perform test database restores to ensure integrity of system backups
- Schedule, conduct, and synchronize database replication activities
Monitor and manage databases daily, (Databases are replicated to the COOP site 24x7)

- Be available "on-call" 24 hours per day, 7 days a week to assist in the operation and maintenance of FAS designated databases, database and application servers, and supporting third party products. Onsite support is anticipated between the hours of 6AM to 6PM Monday through Friday. This support must be located within the continental United States.
- Analyze and resolve database and application server problems that may arise
- Perform all required database configuration updates and performance tuning needed for databases to deliver both high response time and high availability; This includes the management, allocation, and control of system resources; Work collaboratively with FAS Application groups to assist with tuning and optimizing SQL code and queries; Proactively monitor SQL statements and stored procedures for performance issues; Tune SQL and stored procedures as appropriate
- Perform database upgrades and changes as scheduled and coordinated by FAS; Document all changes in accordance with FAS approved standards and procedures
- Evaluate new database and application server hardware and software and assist FAS in evaluating and coordinating upgrade and/or replacement of database products
- Ensure databases are performing optimally by checking and monitoring Storage Area Network (SAN) RAID group configurations
- Work collaboratively with other teams to assess the performance of the Storage Area Network (SAN)
- Leverage the sophisticated capabilities of the Storage Area Network, in particular capabilities such as SAN Mirroring technology, SAN cloning technology and block-level replication (i.e. SRDF/A, RecoverPoint etc.)
- Optimize database access and allocate database resources for optimum configuration, database performance and cost
- Assist in the preparation of capacity plans and analysis of database and application server performance improvements
- Develop, implement and lead, where appropriate, Disaster Recovery (DR) and Continuity of Operations (COOP) planning and testing activities for production and non-production databases. DR and COOP testing shall be conducted every six months at a minimum
- Implement database security procedures and requirements and assist in implementing application and infrastructure security as required and as directed by the FAS TPOC
- Document all database, database server, and application server actions in a manner consistent with:
 1. FAS standards and procedures
 2. FAS systems life cycles and change management procedures
 3. Industry-leading best practices

C.5.3.2 SUBTASK 2 - DATABASE AND APPLICATION SERVER TECHNICAL ARCHITECTURE SERVICES

The contractor shall play a lead role designing and optimizing FAS databases, database and application server platforms, and supporting infrastructure products. The contractor shall provide input and recommendations into the formulation of enterprise level information capture, access, storage, and security as it relates to databases and application servers. The contractor shall recommend standards and define data repository, data dictionary, and data warehousing requirements.

At a minimum the contractor shall meet service levels defined in the AFDP and recommend service levels for exceeding the AFDP. In this role, the contractor shall recommend service levels and performance management procedures and metrics, data designs and balance/optimize data access, batch processing, and resource utilization across FAS and its many applications. The contractor shall design and construct data architectures, operational data stores, and data marts for particularly complex applications. The contractor shall recommend data modeling and database design methods and standards and shall implement improvements as directed by the FAS TPOC.

At a minimum, the contractor shall provide the following services:

- Oversee and direct database administration activities as specified in C.5.3.
 1. Ensure all database administration conforms to FAS approved methodologies, procedures, and best practices.
- Recommend strategies, methodologies, and plans to enable FAS to optimize its database server, data warehouse and application server infrastructure. Key activities include:
 1. Survey new database and application server technologies and make timely recommendations of new products/releases that may benefit FAS
 2. Analyze and recommend specific database and application server products and techniques to be used in support of complex applications
 3. Develop strategies to optimize FAS-wide database and application server infrastructure
 4. Draft and recommend standards for data input, retrieval, transmission, and storage (e.g., to include interaction with and consideration of GSA Storage Area Networks (SANs))
 5. Conduct benchmarks, as appropriate, to assess database performance
 6. On an enterprise basis, allocate database resources for optimum configuration, database access, and database performance and cost
 7. Provide SQL tuning and development expertise
- Ensure database parameters are tuned and optimized for FAS's complex, high transaction environment.
- Recommend improvements to database standards and practices. Key activities include:
 1. Update and refine configuration management tools and procedures
 2. Recommend data architecture standards, policies and procedures, and refinements to database deployment methodology, as needed
 3. Evaluate and recommend database, application, server, and enterprise security standards
 4. Evaluate and recommend standards and procedures guiding database backup and recovery, configuration of database parameters, and prototyping designs against logical data models
 5. Evaluate and recommend standards and design of physical data storage, maintenance, and access, to include configuration and analysis of SAN RAID group technologies
 6. Review and recommend improvements to IT tools supporting database problem tracking and change management
 7. Draft and recommend checklists to guide database design reviews, implementation planning, and database recovery exercises

- Adhere to service levels, metrics, performance measurement techniques, and performance reporting requirements as mandated by FAS TPOC and as defined in the AFDP. Key activities include:
 1. Meet or exceed overall performance objectives for FAS database services
 2. Meet or exceed service levels for all database and database / application server support tasks
 3. Compile initial service level performance results
 4. Report individual database / server performance
 5. Report root cause analysis of performance problems and recommend improvements
 6. Develop and implement customer satisfaction surveys to assess database effectiveness in support of customer applications
- For large, complex projects, assist FAS database, applications, and IT infrastructure staff to develop effective database designs, balancing optimization of database access with database loading and resource utilization factors in development, test and production environments. Assist implementation through all phases of the system development life cycle.
- Provide senior database leadership, coaching, and mentoring to FAS IT staff and contractors. Develop reports and presentations for senior management, as needed for the architectural recommendations described in this subtask.

C.5.3.3 SUBTASK 3 - PROVIDE DATABASE OPERATIONS AND ADMINISTRATION

FAS has implemented four database server environments, four application server environments, and various programming languages and third party products to meet FAS requirements. FAS maintains production and non-production database environments. FAS has a production, COOP, Test and Development infrastructure. Additional environments such as pre-production may emerge in the future. The contractor shall provide operations and administration for the environments described below.

SYBASE SUPPORT

FAS has implemented the following Sybase RDBMS products. The contractor shall be responsible for managing, maintaining, upgrading, patching, and ensuring operational continuity of the following Sybase components:

- Sybase Adaptive Server Enterprise (ASE) is a high-performance relational database management system for mission-critical, data-intensive environments. It ensures highest operational efficiency and throughput on a broad range of platforms.
- Sybase Replication Server provides transactional database replication between ASE server instances, and guarantees zero operational downtime of the database.
- Sybase Open Switch is a continuous availability solution. Sybase OpenSwitch ensures continuous availability to systems with no configuration changes and no need for clients to reconnect. OpenSwitch transparently routes requests from a primary database system to a back-up database system without disruption in service.
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to reconnect. OpenSwitch transparently routes requests from a primary database system to a back-up database system without disruption in service.

- Sybase IQ is a data warehouse system used by FAS. The data warehouse system is leveraged by the FAS Business Intelligence team to run ad hoc and canned reports against the FAS Enterprise Data Mart. The application used for this function is Business Objects. Extract Transform and Load (ETL) tools are used to load data into Sybase IQ. Support for the Business Objects COTS package and ancillary components is not within the scope of this TO. The contractor shall be responsible for managing all aspects of Sybase IQ, and shall assist the application team(s) with ETL functions.
- Sybase Open Client is a versatile programming interface allowing transparent access to any data source, information application or system service.
- Sybase Database, Replication, and Application Servers are specified in Section J (Attachment A). The FAS applications supported by Sybase are specified in Section J (Attachment A).
- FAS has one application known as FSS On-line, which runs in PowerBuilder. The contractor shall be expected to support and manage Powerbuilder client licenses on select Developer desktops. FAS anticipates migrating away from Powerbuilder during the task order period of performance.

ORACLE SUPPORT

FAS has implemented Oracle in support of mission-critical applications and commercial off the shelf (COTS) software. The contractor shall be responsible for managing, maintaining, patching, upgrading and ensuring operational continuity of the Oracle (DBMS) and associated components. FAS has implemented the following Oracle products:

- Oracle OEM/Grid Control is Oracle's single, integrated solution for managing all aspects of the Oracle database and the applications running on it. Grid Control will be provided by the Government.
- Oracle Data Guard ensures high availability, data protection, and disaster recovery for enterprise data. Data Guard ensures that standby databases are transactionally consistent copies of the production database. FAS leverages Data Guard for its Production environment to replicate transactions from its primary database to the secondary database.
- The contractor shall support Oracle Streams technology. While FAS does not leverage this currently, it is anticipated that FAS will use Oracle Streams beginning in option year one.
- FAS leverages Oracle SQL Developer to allow developers to browse database objects, run SQL statements and SQL scripts, edit and debug PL/SQL statements, manipulate and export data, and view and create reports.
- The contractor shall be responsible for supporting Oracle Real Application Clusters (RAC). Oracle RAC provides a highly available, scalable and manageable solution by sharing complete access to a single database among nodes in a cluster. FAS anticipates leveraging the capabilities of Oracle RAC in the future.

- Oracle Recovery manager RMAN is a platform independent utility for coordinating backups and restore procedures across multiple FAS servers. FAS uses RMAN to perform incremental and full database backups.

Oracle Database Servers are specified in Section J (Attachment A). The FAS applications supported by Oracle are specified in Section J (Attachment A). The contractor shall be responsible for the Oracle database environment to include any necessary migrations, updates, and patches.

MS SQL SERVER SUPPORT

FAS has implemented MS SQL Server to support certain individual and departmental applications. The contractor shall be responsible for managing, maintaining, patching, upgrading and ensuring operational continuity of MS SQL and associated components. FAS has implemented the following MS SQL products:

- FAS leverages Microsoft Management Console (MMC) for managing different server applications in a Microsoft Windows network.
- The contractor shall ensure high-availability for select MS SQL Database instances, especially for the Sharpe Warehouse.
- The contract shall support, manage, maintain, patch and upgrade all MS SQL server instances at the Sharpe Warehouse and ensure operational continuity.
- The contractor shall support the Sharpe Development team with SQL tuning activities.
- SQL Server Enterprise Manager is the primary administrative tool for SQL Server and provides an MMC-compliant user interface that allows users to:
 1. Define groups of SQL Server instances
 2. Register individual servers in a group
 3. Configure all SQL Server options for each registered server.
 4. Create and administer all SQL Server databases, objects, logins, users, and permissions in each registered server
 5. Define and execute all SQL Server administrative tasks on each registered server.
 6. Design and test SQL statements, batches, and scripts interactively by invoking SQL Query Analyzer
 7. Invoke the various wizards defined for SQL Server
- FAS uses MS SQL database mirroring to transfer transaction log records directly from one server to another. This enables FAS to quickly fail over to the standby server.

FAS's MS SQL server environment and MS SQL databases profiled in Section J (Attachment A). The FAS applications supported by MS SQL are specified in Section J (Attachment A). The contractor shall be responsible for the MS SQL database environment to include any necessary migrations, updates, and patches.

MySQL SERVER SUPPORT

FAS has implemented MySQL Server to support certain individual and departmental applications. The contractor shall be responsible for managing, maintaining, patching, upgrading

and ensuring operational continuity of MS SQL and associated components. FAS has implemented the following MySQL products:

MySQL Workbench provides DBAs and developers an integrated tools environment for:

1. Database Design & Modeling
2. SQL Development (replacing MySQL Query Browser)
3. Database Administration (replacing MySQL Administrator)

FAS's MySQL server environment and MySQL databases are profiled in Section J (Attachment A). The FAS applications supported by MySQL are specified in Section J (Attachment A). The contractor shall be responsible for the MySQL database environment to include any necessary migrations, updates, and patches.

APPLICATION SERVER SUPPORT

For FAS designated servers, the contractor shall manage, maintain, and operate all production and non-production application servers. The contractor shall upgrade, patch, and secure production and non-production application servers. FAS has currently implemented JBOSS as the primary application server environments. FAS also uses ColdFusion and Tomcat for some small-scale applications. The contractor shall be responsible for supporting some instances of Tomcat and Cold Fusion. Both integrate with Apache as the web server for these applications. The contractor will be required to support the current application server environment, and will continue to have this responsibility while under contract regardless of the specific technologies that may be in place in the future application server environment. The contractor shall be responsible for JBOSS clustering support.

PROGRAMMING LANGUAGES AND THIRD PARTY PRODUCTS

FAS has implemented programming languages and third party tools, identified in Section J (Attachment A) to meet many of its application programming needs. FAS intends to utilize the TOOLS CLIN to procure maintenance and updates for these items.

SERVER ENVIRONMENTS

FAS databases, database servers, and application servers are hosted on servers located in FAS facilities or at FAS managed external data center facilities. FAS production databases are hosted at contractor owned facilities in Sterling, VA, Chicago, IL and Stockton, CA. Test, Development and Lab databases are hosted at FAS's Crystal City data center. A few database instances, primarily MS SQL, are hosted at FAS owned facilities throughout FAS's 10 regions. FAS has a separate contract for hosting support, system support and server administration.

FAS has recently consolidated production, test and development databases onto several Sun Oracle M Class servers. FAS databases run on a Solaris 10 platform using Zones on a Sun/Oracle M Class server. Databases supporting major applications (i.e. GSAAdvantage, ECMS, etc.) are architected to operate in separate zones and are not shared with other applications. Production databases are replicated from the primary site (Sterling, VA) to the COOP site (Chicago, IL) using Sybase Replication server. FAS databases are architected using a

“warm standby” configuration. The FAS data warehouse, which leverages Sybase IQ, is replicated at the block level using EMC’s RecoverPoint appliance.

FAS also leverages Sybase Openswitch to provide transparent database failover for applications. FAS applications access the databases via Openswitch, which directs client applications to the active database.

The FAS Oracle infrastructure is replicated using Oracle Dataguard. Dataguard replicates from the primary site to the secondary (COOP) site. In some cases, FAS uses block-level replication for some databases. The EMC RecoverPoint appliance is used for block-level replication. FAS has implemented three types of operating systems to support FAS applications and databases:

- Unix servers M8000 and M5000, operating under Solaris 10 – Sybase ASE, Oracle, Sybase IQ
 1. The major application using Sybase is GSA Advantage. Other applications within FAS also leverage the Sybase database. All new applications are being written to use Oracle. Sybase is primarily used for legacy applications.
 2. Sybase IQ is used by primarily by FAS Business Intelligence tools, in particular, Business Objects, and some GSA Advantage applications.
 3. Oracle is used for all new development efforts. FAS leverages Oracle for EAS (Enterprise Acquisition System), ECMS (Document Digitization System).
- Windows servers
 1. FAS uses MS SQL for its Western Distribution Center (Sharpe Warehouse). MS SQL supports the High Jump and Tompkins applications, which operate the warehouse. The Quality Center application also uses MS SQL.
- Linux servers – Sybase database
 1. Eoffer Esign databases run on a Linux platform.
- JBOSS
 1. Application teams self-deploy code to Development and Test environments by placing code in a specific directory. Production code deployments are coordinated by the application teams and code is fielded to Production manually by FAS staff. FAS Staff attend weekly deployment meetings.
 2. JBOSS instances are clustered for high availability for most major applications.
 3. ColdFusion is used on Windows servers for small scale intranet and internet applications. There are three production servers (two in Crystal City) and one COOP server. There are also several non-production servers. The contractor shall support, patch, upgrade and maintain Cold Fusion on FAS production and non-production servers.
- Tomcat
 1. Tomcat is used by many FAS applications. The majority of the instances are installed and administered by the application owner(s). Tomcat is leveraged by several major applications such as eOffer and ECMS leverage Tomcat. The contractor shall manage the Tomcat instances for eOffer and ECMS, at a minimum.

C.5.3.4 SUBTASK 4 - DATABASE APPLICATION PERFORMANCE, TUNING AND MONITORING

The contractor shall provide robust metrics for tuning to ensure optimal performance of the database environment. The contractor shall provide all necessary tools to capture database metrics and SQL metrics. The tools shall be capable of measuring performance from middleware components thru to the database. These tools shall be provided as a service to FAS.

At a minimum, the contractor shall provide the following services:

- Provide relational database design assistance on table structures, primary key/foreign key, and indices with a focus on improving performance of stored procedures, functions and triggers.
- Review and monitor system and instance resources to ensure continuous database operations (i.e., database storage, memory, CPU, network usage, and I/O contention).
- Develop and maintain a structured query language (SQL) execution plan (how data flows between primitive operations) using query analyzing tools then perform detailed cost analysis.
- Set up page size/tablespace/index parameters based on the database environment in order to minimize disk access bottlenecks and other challenges.
- Conduct performance issue troubleshooting and tuning for SQL statements, stored procedures, functions, and triggers for the database.
- Perform application tuning and monitoring.
- Inspect and fix the order of SQL execution statements to reduce incidents of inefficient memory usage.
- Allocate current system storage and plan future storage requirements for the database.
- Provide recommendations for the SAN environment.
- Monitor and tune I/O activities, CPU usage, and memory usage to provide recommendations for efficient and effective performance.
- Optimize database configuration files to improve SQL statements' efficiency and prevent deadlock, hung processes, and other performance related issues.
- Apply wait-time-based performance methodology to enable administrators to respond before wait-time errors create end-user service failures or additional SQL tuning complications.
- Recommend and perform database backup and consistency check best practices to avoid interference with routine application processes.
- Perform setting and tuning of system parameters so that the operating system, network and transaction processors are efficiently working with the database.
- Assist with impact analysis of any changes made to database objects.
- Optimize database disk space usage by leveraging sophisticated SAN based technologies.
- Ensure database backups complete in a timely manner and are optimized for performance.
- Leverage SAN based technologies to optimize database backups.
- Tools shall be provided that allow performance to be measured from the middleware tier to the database, including the amount of time required to commit transactions.

- The monitoring tool shall provide ad hoc reporting and a dashboard view of performance metrics for key applications.
- Monitoring tools shall provide SQL execution times for stored procedures.
- Monitoring tools shall monitor all critical functions related to database performance and availability.
- The monitoring tools shall monitor logs for critical errors (i.e. Oracle Alert log, disk space, replication queues).
- The monitoring tools shall provide execution plan and recommendation for long running SQL statements.
- The monitoring tools shall provide IO, CPU and memory usages history.
- The monitoring tools shall monitor current and past top SQL activities and sessions and shall identify locked table/sessions.
- Auditing tool shall be provided to track Data Manipulation Language (DML) and Data Definition Language (DDL) statements on objects and structures in a database.
- Auditing tools shall be provided to track for users' privileges.

C.5.3.5 SUBTASK 5 - DATABASE APPLICATION DEVELOPMENT SUPPORT

The contractor shall provide database support to applications development during all phases of the system development life cycle including business analysis, requirements definition, system design, data acquisition, system development, test, implementation, and maintenance. The contractor shall assist in the gathering, analysis, and normalization of relevant information related to business processes, functions, and operations in order to optimize both database and application systems effectiveness. In support of applications development, the contractor shall provide input and recommend data architecture standards and policies and procedures that support both FAS database administration and the applications development process.

At a minimum, the contractor shall provide the following services:

- Provide database programming support and guidance to application developers. At a minimum, this support shall include:
 1. Provide guidance on how to make best use of database products as components of applications development
 2. Assist with programming stored procedures in support of secure information access requirements
 3. Assist with programming complex end user database queries and report output to meet user needs
 4. Implement, maintain, and update data dictionary capabilities to assure all system data is specified and controlled
 5. Assist in all phases of database and applications testing -- functional, operational, and stress testing
- Devise or modify procedures to solve problems considering database impact on computer equipment capacity, operating schedule, form of desired results, and integration of components
- Proactively analyze existing applications to identify database weaknesses and develop solutions for improvement

- Provide data modeling support and guidance to application developers. At a minimum, this support shall include:
 1. Analyze and develop complex logical database designs, logical data models and relational data definitions in support of agency and customer information systems requirements
 2. Apply data analysis methodologies and tools that depict the flow of data within and between technology systems and business functions /operations
 3. Identify and resolve information flow, content issues and the transformation of business requirements into logical data models
 4. Identify opportunities to reduce data redundancy
- In support of application development, recommend development of new databases or reuse of existing database and the specific database and application server products that best support them (e.g. Sybase vs. Oracle vs. MS SQL Server vs. MySQL)
- Identify best sources of data feeds and interfaces to ensure feasibility and consistency with current FAS databases
- Define, develop or modify database data structures by applying FAS approved development, configuration management, and change control processes. Assure all changes are documented consistent with FAS standards and procedures and best professional practice
- Recommend approaches for database data loads and conversions in support of application implementations
- Implement database updates in accordance with FAS configuration management and change control procedures and professional best practices
- Support maintenance of applications, as needed
- Adhere to FAS quality standards and procedures for reviewing database (Ensuring compliance with FAS application architecture and database standards)
- Assist in defining and updating database and applications development guidelines and standards to reflect database best practices
- Document changes to database architecture, integration and conversion plans. Develop and maintain database architecture diagrams

C.5.3.6 SUBTASK 6 - APPLICATION PROGRAMMING SERVICES

Using the products which are specified in Section J (Attachment A), Programming Languages and Third Party Products, the contractor shall provide application and maintenance services in support of individual applications as designated by the FAS TPOC. Additionally, the contractor shall provide applications development guidance, suggested procedures, and best practices to help guide use of Java J2EE in support of FAS Internet applications. The contractor shall deliver the following application programming services:

- Provide application support, maintain, test and assist with integrating designated applications using FAS designated programming languages
- Provide application maintenance support to FAS's Web DBA application using Java J2EE
- Draft Java J2EE programming and development methodologies and procedures as well as standards for programming architectures and application code / component reuse

- Apply object-oriented approaches in designing, coding, testing and debugging programs Understand and consistently apply the attributes and processes of current application development methodologies
- Research and maintain knowledge in emerging application development technologies, particularly for Java J2EE, and recommend opportunities for implementation at FAS
- Act as an internal consultant, advocate, mentor and change agent for introducing new application development technologies

C.5.3.7 SUBTASK 7 - LEVEL 2 SUPPORT

For the services and IT products specified above in Task 3: Database Services the contractor shall deliver Level 2 Support to solve FAS database and application software issues and/or requests of information. FAS averages 600 tickets on a yearly basis.

The contractor shall analyze and resolve database and middleware software issues and technical problems. Timely, courteous, and competent response to customers is of paramount importance. The contractor shall deliver the following Level 2 support Services:

- Answer all customer questions pertaining to problem resolution and requests for additional information for databases, database and application servers, and supporting products
- Monitor all database and middleware components 24x7 and ensure databases are replicated and synchronized 24x7
- Log, track, respond and resolve customer database support issues using the CA-Unicenter Helpdesk tool
- Analyze and resolve database problems that arise in the production and non-production environments
- Investigate and/or resolve problems over the phone or by going to a customer desk
- Gain management approval for problem correction prior to transfer to production
- Follow Help Desk policy and procedures regarding problem logging, status updates, and corrections
- Identify and analyze problems that indicate systemic problems and recommend solutions for the problems

C.5.4 TASK 4 – PROVIDE CROSS FUNCTIONAL LIFE-CYCLE SERVICES

In conjunction with the database services listed above, the contractor shall provide life-cycle technical support to FAS business owners and applications teams for all databases, database services and middleware software. The contractor shall adhere to ITIL v3.0 best practices in performing work under all the defined tasks. These cross functional life-cycle activities include, but are not limited to the following:

- Ensure compliance with FAS policies, standards and regulations applicable to information, information systems, personnel, physical and technical security
- Develop and maintain a comprehensive Standards and Procedures Manual that contains the standards and procedures that will be used in the delivery of all database services

- Conform to changes in laws, regulations and policies
- Major service changes shall be proposed on a project-by-project effort basis to alter the environment to conform to the new requirements
- Report performance monthly against Service Level Requirements
- Provide timely creation, updating, maintenance and provision of all appropriate project plans, project time and cost estimates, technical specifications, management documentation and management reporting in a form/format that is acceptable to FAS for all database services projects and major service activities (e.g., Availability Management, Capacity Management, Incident Management, etc.)

C.5.4.1 SUBTASK 1 - PLANNING AND ANALYSIS

The contractor shall provide planning and analysis associated with researching new technical trends, products, and services as related to databases and information management activities. FAS Planning and Analysis Services can also mitigate risks by reducing defects and improving the quality of database services.

The contractor's responsibilities include, but are not limited to the following:

- Participate in defining services and standards for Planning and Analysis activities
- Perform technical and Service Planning and Analysis based on FAS requirements (e.g., availability, capacity, performance, backup and Continuity and Disaster Recovery Services)
- Provide recommendations for new databases and data management services based on Planning and Analysis results
- Continuously monitor database and data management trends through independent research; document and report on products and services with potential use for FAS as they align with the FAS business and technology strategies
- Perform feasibility studies for the implementation of new database technologies that best meet FAS business needs and meet cost, performance and quality objectives
- Adhere to FAS project and SDLC requirements using contractor's project management capabilities
- Perform project management function for contractor-managed projects as requested by FAS
- Participate in technical and business planning sessions to establish standards, architecture, and project initiatives
- Conduct regular planning for database technology refreshes and upgrades; and
- Conduct technical reviews and provide recommendations for improvements that increase efficiency and effectiveness and reduce costs per the Planning and Analysis results

C.5.4.2 SUBTASK 2 - REQUIREMENTS DEFINITION

The contractor shall provide requirements definition services associated with the assessment and definition of functional, performance, IT Disaster Recovery (DR) and Continuity of Operations (COOP), and security requirements that also comply with regulatory and GSA FAS policies. These requirements drive the technical design for the FAS environment. The contractor shall

participate in defining requirements and standards, including appropriate requirements-gathering activities (e.g., focus groups, interviews). The contractor shall document requirements required to deliver services in agreed-to formats (e.g., data models, upgrade data requirements, transition requirements, etc.). The contractor shall ensure these requirements meet GSA-specific and Federal security policies. The contractor shall also define acceptance test criteria for approval.

C.5.4.3 SUBTASK 3 - DESIGN SPECIFICATIONS

The contractor shall provide design specification services associated with translating user and information system requirements into detailed technical specifications. The contractor shall develop, document, and maintain Technical Design Plans and environment configurations based on FAS design specifications, standards and requirements, including architecture, functional, performance, availability, maintainability, security and IT continuity, and disaster recovery requirements. The contractor shall determine and document required component upgrades, replacements and/or transition specifications (e.g., hardware, software, networks). The contractor shall conduct site surveys for design efforts and document and deliver design specifications in a Design Specifications Document. The delivery dates of the Technical Design Plans and Design Specifications Document shall be updated in the contractor's PMP.

C.5.4.4 SUBTASK 4 - ASSET MANAGEMENT

The contractor shall provide asset management services associated with ongoing management and tracking of new and upgraded database components in the asset management system. The contractor's responsibilities include, but are not limited to the following:

- Manage life cycle of all database and database-related assets from requisition ordering, inventory, installation to disposal
- Manage life cycle of all application server and application server-related assets from requisition ordering, inventory, installation to disposal
- For GFP(software), provide data to Asset Management team for entry into Asset Management system in order to maintain, update, track and report all in-scope assets throughout the asset life cycle (installation to disposal/retirement)
- For contractor-owned software, provide data to Asset Management team for entry into Asset Management system in order to maintain, update, track and report all in-scope assets throughout the asset life cycle (installation to disposal/retirement)
- For GFP and Contractor-owned software, asset information that would be provided to the Asset Management system may include:
 1. Manufacturer
 2. Serial number
 3. Asset identification number
 4. Asset location
 5. Ownership information (vendor/FAS—lease/purchase)
 6. Asset cost information
 7. Maintenance information and history including the age of the Asset
 8. Other billing information (e.g., lease information, FAS-specific information)
 9. Transaction edit history (e.g., locations, billing and user)

- Provide updates to asset management team for in-scope asset records related to all change activities (e.g., Install/move/add/change activities, break/fix activities, company reorganization and change management)
- For contractor-owned software, perform ongoing physical Asset audit, in accordance with Asset Management Service Level Requirements, to validate that data in the Asset Management system is accurate and current and FAS has information required for internal chargeback systems
- For contractor-owned software, provide reports of Asset Management audit results
- For GFP and contractor-owned software, provide and implement, upon FAS approval, an Asset Management Remediation Plan for Asset Management deficiencies

C.5.4.5 SUBTASK 5 – DATABASE AND APPLICATION SERVER LICENSE MANAGEMENT

The contractor shall provide database and application server license management services associated with the acquisition and ongoing management and tracking of database licenses. The contractor's responsibilities include, but are not limited to, the following:

- Document, and maintain software license management procedures that meet requirements and adhere to defined policies
- Develop and maintain inventory of all database, application server, and database tool licenses
- Report to FAS on any exceptions to vendor terms and conditions
- Coordinate database and application server license and maintenance agreement reviews, allowing for sufficient time prior to expiration for negotiations
- Provide FAS with reports and recommendations to use in making database and application server acquisition and discontinuance decisions
- Provide recommendations to purchase additional license capacity, recommending alternatives, or curtailing usage where necessary and appropriate, to restore, or continue to maintain, license compliance
- Identify and report license compliance issues
- Manage and perform audits and reconcile the number of licenses to the number of installs
- Obtain approval from FAS for any license change or replacement

C.5.4.6 SUBTASK 6 - TRAINING AND KNOWLEDGE TRANSFER

The contractor shall provide training and knowledge transfer services, including training for the improvement of skills through education for contractor employees on unique FAS systems and software. The contractor shall participate in any mandatory, initial, and ongoing training provided by FAS as required that would provide a learning opportunity about the business and technical environment.

The contractor shall develop, document, and maintain in the Standards and Procedures Manual training and knowledge transfer procedures that meet requirements and adhere to defined policies. The training program shall instruct FAS personnel on the provisioning of contractor services (e.g., "rules of engagement," requesting services, processes). The contractor shall

develop, implement, and maintain a FAS-accessible knowledge database/portal. The contractor shall develop and implement knowledge transfer procedures to ensure that more than one individual understands key components of the business and technical environment. The contractor shall participate in FAS-delivered instruction on the business and technical environment.

The contractor shall provide brown bags on new database technologies, SQL tuning and other areas. The brown bag training sessions will be for Government and Contractor personnel, training will be informal on an approximately quarterly basis.

C.5.4.7 SUBTASK 7 – MAINTENANCE AND BREAK/FIX SUPPORT

The contractor shall provide maintenance services associated with the maintenance and repair of FAS databases and middleware components. Break/Fix activities are required for Sybase, Oracle, MS SQL, MySQL, and FAS Middleware components.

The contractor's maintenance and break/fix support responsibilities include, but are not limited to, the following:

- Develop, document, and maintain any management tools, including maintenance procedures. The Government requires that management tools be provided as a service. The contractor shall provide all support and maintenance associated with the tools.
- Develop maintenance schedules
- Ensure appropriate maintenance coverage for all database components
- For GFP and contractor-owned software, provide access to required software by Break/Fix personnel
- For GFP and contractor-owned software, perform diagnostics and maintenance on database components including software and special-purpose devices as appropriate
- For GFP and contractor-owned software, install manufacturer field change orders, service packs, firmware and software maintenance releases, etc.
- For GFP and contractor-owned software, perform product patch, "bug fix," service pack installation or upgrades to the current installed version
- For GFP and contractor-owned software, perform maintenance-related software distribution and version control, both electronic and manual
- Repair GFP and contractor-owned software defects, including preventive maintenance, according to the manufacturer's published mean-time-between failure rates
- For GFP and contractor-owned software, conduct maintenance and parts management and monitoring during warranty and off-warranty periods

The Government will maintain maintenance and support for all software components that are considered GFP.

C.5.4.8 SUBTASK 8 - AVAILABILITY MANAGEMENT

The contractor shall provide availability management services to assist FAS to plan, measure, and monitor availability of the databases and supporting database services organization. Availability management seeks to achieve, over a period of time, a reduction in the frequency

and duration of incidents that impact availability. The contractor shall continuously strive to improve availability to ensure the requirements are met consistently. Availability management includes the evaluation, design, implementation, measurement, and management of the database availability from a component and an end-to-end perspective; including new or modified database management methodologies and tools, as well as technology modifications or upgrades database systems and components.

The contractor shall provide the following availability management activities:

- Determine business unit availability requirements for new or enhanced service and formulating the availability and recovery design criteria for the database to ensure services are designed to deliver the appropriate levels of availability
- Determine the critical business functions and impact arising from database component failure. Where appropriate, reviewing the availability design criteria to provide additional resilience to prevent or minimize impact to the business
- Identify opportunities to optimize the availability of databases to deliver cost effective improvements that deliver tangible business benefits
- Define the targets for availability, reliability and maintainability for the database and application server components that underpin the service and ensure these targets are documented and agreed upon within Service Level Requirements (SLRs), Operational Level Agreements (OLAs) and contracts
- Establish measurements and reporting of availability, reliability, and maintainability that reflect the business, stakeholder and IT support organization perspectives
- Monitor and trend analysis of the availability, reliability and maintainability of databases and database components
- Investigate the underlying reasons for unacceptable availability
- Produce and maintain a forward-looking Availability Plan that prioritizes and plans overall availability improvement

The contractor shall provide and implement the following under this subtask:

- Develop availability management policies and procedures and determine appropriate availability management tools and methods that support FAS Availability Management support requirements
- Provide unrestricted read access by FAS-authorized staff and designated personnel to all current and historical availability records and documentation
- Participate in user requirements gathering and analysis when new IT systems and services are being defined to ensure that all databases are designed to deliver the required levels of availability required by the business
- Create availability and recovery design criteria to be applied to new or enhanced database design
- Participate and cooperate with FAS in defining the availability SLR measures and reporting requirements
- Leverage contractor tools provided as a service and practices to measure and report on agreed-upon availability SLRs for new and enhanced database design and implementation

- Ensure that approved availability SLR measurement tools and practices are implemented
- Monitor and maintain an awareness of database advancements and best practices related to availability optimization and periodically provide updates to FAS IT management
- Ensure that all availability management improvement initiatives conform to defined Change Control procedures set forth in the Procedures Manual
- Conduct availability assessment review sessions and provide cost-justified improvement recommendations
- Coordinate with FAS and third-party service providers to gather information on databases and database tools around service availability issues and trends to be used for trend analysis
- Promote availability management awareness and understanding within the IT support organization
- Perform regular reviews of the availability management process and its associated techniques and methods to ensure that all of these are subjected to continuous improvement and remain fit for purpose

C.5.4.9 SUBTASK 9 - CAPACITY MANAGEMENT

The contractor shall perform capacity management services associated with ensuring that the capacity of the database environment matches the evolving demands of FAS business in the most cost-effective and timely manner. Capacity management encompasses the following:

- Monitoring of performance and throughput of databases, application servers, and supporting database components
- Understanding current demands and forecasting for future requirements
- Developing capacity plans which will meet demand and Service Level Requirements
- Conducting risk assessment of capacity recommendations
- Identifying financial impacts of capacity plans
- Undertaking database tuning activities

The contractor shall perform the following capacity management activities:

- Develop, document and maintain capacity management procedures in the Standards and Procedures Manual, that meet FAS requirements
- Establish a comprehensive Capacity Management planning process
- Define, develop and implement tools as a service that allow for the effective capacity monitoring/trending of databases and database components
- Continually monitor database and application server resource usage to enable proactive identification of capacity and performance issues
- Capture trending information and forecast future FAS capacity requirements based on FAS-defined thresholds
- Assess incidents/problems related to throughput performance
- Recommend changes to capacity to improve database and application server performance

- Maintain capacity levels to optimize use of existing resources and minimize FAS costs to deliver services at the agreed upon Service Level Requirements

C.5.4.10 SUBTASK 10 – PERFORMANCE MANAGEMENT

The contractor shall provide performance management services associated with tuning database components for optimal performance. The contractor shall monitor the various software components of the FAS database environment for availability and potential error conditions.

The contractor shall collect performance metrics and monitor the performance of critical components such as databases, and database tools for Availability / Uptime, Response Time, and End-to-end Throughput. The contractor shall report database and middleware availability, on a monthly basis. This includes Performance Analysis and Performance Reporting as stated below:

- *Performance Analysis* - The contractor shall analyze performance metrics collected by the automated monitoring agents to track usage and trends. The contractor shall provide recommendations to maintain or improve performance. Reporting metrics shall collect metrics from middleware components through to the database.
- *Performance Reporting* - The contractor shall prepare and submit a Performance Report that charts the actual performance of the GSA FAS database and middleware environment within the reporting period against specific thresholds. The report shall be provided monthly and also be available via a dashboard.

The contractor shall perform the following performance management activities:

- Develop, document, and maintain performance management procedures in the Standards and Procedures Manual, that meet FAS requirements
- Perform database tuning to maintain optimum performance in accordance with Change Management procedures
- Provide regular monitoring and reporting of database performance, utilization and efficiency
- Develop, deliver and implement improvement plans as required to meet service level requirements for performance

C.5.4.11 SUBTASK 11 – SERVICE LEVEL MONITORING AND REPORTING

The contractor shall provide service level monitoring and reporting services associated with the delivery database and database management Service Level Requirements. The contractor shall report database information (e.g., performance metrics) to the designated FAS TPOC and COR representatives in a format agreed to by FAS TPOC.

The contractor shall perform the following service level monitoring and reporting tasks:

- Develop, document and maintain service level monitoring and reporting procedures in the in an automated manner that meet FAS requirements and adhere to defined policies.

- Report on service level requirement performance and improvement results.
- Coordinate service level requirement monitoring and reporting with designated FAS representative.
- Measure, analyze and provide management reports on performance relative to service level requirements.
- Develop, deliver, and implement service level requirement improvement plans where appropriate.
- Provide FAS portal/dashboard access to performance and service level requirement reporting and monitoring system.

C.5.4.12 SUBTASK 12 – INCIDENT MANAGEMENT

The contractor shall provide incident management associated with restoring normal service operation as quickly as possible and minimizing the adverse impact on business operations of FAS, thus ensuring that the best possible levels of service quality and availability are maintained. While the incident management processes apply to level 1, level 2, and level 3 support groups, level 1 support is normally responsible for primary ownership of recording and tracking the incident and is responsible for the close coordination and ongoing monitoring and tracking of, and reporting on, Incidents that have been escalated to second-level and third-level support groups to ensure that escalated incidents are resolved as promptly as possible.

The contractor shall perform within the ITIL Version 3.0 framework and follow FAS procedures for changes and incidents affecting any FAS infrastructure.

The contractor shall provide the following incident management services:

- Incident detection and recording
- Incident classification and initial support
- Incident investigation and diagnosis
- Incident escalation
- Incident resolution and recovery
- Incident closure
- Incident ownership, monitoring, tracking, and communication

C.5.4.12.1 PROBLEM REPORTING/ESCALATION NOTIFICATION SERVICE

The contractor shall provide a mechanism that supports telephonic and electronic mail submissions from designated FAS employees and applications support contractors. Problems may be identified by the contractor, FAS third parties, or by other FAS and GSA Help Desks. The contractor and FAS shall jointly develop a problem ticket notification process supporting notification to and from the GSA National Help Desk. The contractor shall perform the following incident management tasks through the contractor's problem reporting solution:

- Establish criteria for incident management support requirements, including database and services to be covered, Incident Severity level definitions and characteristics, incident classification and prioritization schema, escalation requirements, etc.

SECTION C – PERFORMANCE-BASED STATEMENT OF WORK

- Develop incident management policies and procedures that support GSA FAS incident management support requirements
- Manage FAS problem management system ticket queues related to the infrastructure
- Provide, maintain, and manage an incident management system and knowledge database, including all hardware, software, databases, automated monitoring tools, and management and reporting tools, which are acceptable to FAS
- Maintain a KEDB (Known Error Database)
- Provide unrestricted read access by FAS-authorized staff and other personnel to all current and historical Incident records and knowledgebase data
- Monitor the incident management system for automatically generated and logged incident alerts
- Resolve Level 2 problems in accordance with the procedures manual, knowledge database documents, and configuration database(s)
- Identify and classify incident severity level characteristics and handle according to agreed-upon Incident response procedures
- Escalate incidents to the appropriate next-level service group within contractor, FAS, or third-party provider as soon as it is clear that the incident management technician is unable to resolve the incident without additional assistance, or as required, to comply with service level response times
- Track incident resolution progress through to final closure and record/update incident record status as appropriate
- Provide expert functional and process assistance for in-scope database services components at Level 2 or escalate to Level 3 resources as required
- Provide Level 2 and Level 3 support for Applications Software on the supported applications list
- Verify that all records (e.g., inventory, asset and configuration management records) are updated to reflect completed/resolved incident
- Document solutions to resolved incidents in central knowledgebase
- Accurately update all information pertinent to trouble ticket, including general verbiage, codes, et. al
- Notify designated FAS personnel of all Severity 1 and Severity 2 incidents
- Maintain contractor-owned current and historical records of all calls and the resolution of those calls for the life of the contract and provide reporting and trend capabilities
- For contractor-owned equipment that provides the service/solution, troubleshoot, diagnose and resolve incidents for all in-scope hardware and software warranty and non-warranty devices, including removing and/or repairing physically broken or inoperable devices
- For contractor-owned equipment that provides the service/solution, coordinate dispatch for all in-scope devices and repair as required
- Provide end-to-end incident identification, escalation and resolution management; and a closure process including those escalated to third parties
- Determine wherever possible whether an incident should be treated as a problem (e.g., whether preventive action may be necessary to avoid incident recurrence) and, in conjunction with the appropriate problem management group, raise a problem record to initiate action
- Track ongoing status of any problem records to ensure that identified problems are addressed and resolved

- Periodically review the status of Level 2 and Level 3 open, unresolved incidents and related problems and the progress being made in addressing problems
- Participate in problem management review sessions as appropriate
- Participate in incident review sessions

C.5.4.12.2 PROBLEM MANAGEMENT SERVICES

The contractor shall provide problem management services to minimize the adverse impact of incidents and problems on the FAS business and to prevent incident recurrence by determining the root cause(s) and taking action to correct the situation. The contractor shall provide reactive problem management services by diagnosing and solving problems in response to one or more incidents that have been reported through incident management. The contractor shall also provide proactive problem management services to identify and solve problems and known errors before incidents occur. The contractor shall provide proactive problem management solutions to include performing predictive analysis activities, where practical, to identify potential future problems, develop recommended mitigation plans, and implement approved corrective mitigation actions and processes. The contractor shall maintain, update and disseminate information about problems and the appropriate workarounds and resolutions to ensure that the number and impact of incidents occurring within the FAS database environment is reduced over time. The contractor shall perform the following key tasks included in problem management:

- Problem control
- Error control
- Proactive prevention of problems
- Identifying trends that could result in incidents or problems
- Performing major problem reviews
- Providing problem management reporting

The contractor shall perform the following problem management services under this subtask:

- Adhere to problem management requirements and policies
- Provide data to problem management knowledgebase (Known Error Database) where information about problems, root cause, known errors, workarounds and problem resolution actions are recorded and tracked
- This knowledgebase may be the same knowledgebase as used by incident management
- Ensure problem management and resolution activities conform to defined change control procedures set forth in the procedures manual
- Coordinate with appropriate incident management teams and take ownership of problem management activities of all problems determined to reside in the contractor's service area of responsibility (e.g., detection, logging, Root Cause Analysis, et. al.)
- Ensure that recurring problems that meet defined criteria related to the contractor's database service responsibility area are reviewed using Root Cause Analysis processes
- Conduct proactive trend analysis of incidents and problems to identify recurring situations that are or may be indicative of future problems and points of failure

- Track and report on problems and trends or failures and identify associated consequences of problems
- Develop and recommend corrective actions or solutions to address recurring incidents and problems or failures, as well as mitigation strategies and actions to take to avert potential problems identified through trend analysis
- Identify, develop, document, and recommend appropriate workarounds for known errors of unresolved problems and notify incident management and all other appropriate stakeholders of availability if approved
- Provide status reports detailing the root cause of and procedure for correcting recurring problems and Severity 1 and Severity 2 incidents until closure as determined by FAS
- Participate in problem management review meetings and review and approve recommendations for actions, where appropriate
- Periodically review the state of open Incidents and related problems and the progress being made in addressing problems
- Create request for change documentation with recommended corrective actions to be taken to resolve a problem and submit to change management for review and approval
- Provide problem management reporting as required

C.5.4.13 SUBTASK 13 – CONFIGURATION MANAGEMENT

The contractor shall perform configuration management services associated with providing a logical model of the database services by identifying, controlling, maintaining and verifying installed hardware, software and related database tools. The goal of configuration management is to account for all database assets and configurations, provide accurate information on configurations and provide a sound basis for incident, problem, and change and release management and to verify configuration records against the infrastructure and correct any exceptions.

The Contractor shall propose, procure, implement, and maintain all needed automated tools and procedures, to implement a Configuration Management Database (CMDB) process in a cost effective manner. Expert knowledge of the proposed CMDB tool and vendor relationships shall be demonstrated by Contractor. At a minimum the tool shall provide the following features:

- Automated License management
- Patch management and automation
- Port enabling/disabling

If requested by GSA FAS, Contractor shall provide capabilities statements and demonstrations of the configuration management (CMDB) tool. The contractor will be responsible to perform the following configuration management tasks:

- Define Configuration Management requirements and policies
- Develop, document and maintain in the Standards and Procedures Manual Configuration Management procedures that meet requirements and adhere to defined policies
- Establish Configuration Management database, in accordance with GSA FAS requirements
- Select, install and maintain Configuration Management tools

- Enter/upload configuration data into configuration database
- Establish process interfaces to Incident and Problem Management, Change Management, technical support, maintenance and Asset management processes
- Establish appropriate authorization controls for modifying configuration items and verify compliance with Software licensing
- Establish guidelines for physical and logical separation between development, test and production environments and the process for deploying and back-out of configuration items
- Establish configuration Baselines as reference points for rebuilds, and provide ability to revert to stable configuration states
- Establish process for verifying the accuracy of configuration items, adherence to Configuration Management process and identifying process deficiencies
- Provide GSA FAS Configuration Management reports as required and defined by GSA FAS

C.5.4.14 SUBTASK 14 – CHANGE MANAGEMENT

The contractor shall provide change management services to include all activities to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes. The goal of change management is to minimize the impact of change upon service quality and consequently to improve the day-to-day operations of the FAS systems. Change management covers all aspects of managing the introduction and implementation of changes affecting all management processes, tools, and methodologies designed and utilized to support the database services components. Change management processes are complementary to release management and configuration management, as well as incident management and problem management.

The contractor shall perform within the ITIL Version 3.0 framework and follow FAS procedures for changes and incidents affecting any FAS system. The contractor shall perform the following key change management tasks under this subtask:

- Request for Change (RFC) process
- Recording/Tracking process
- Prioritization process
- Responsibility assignment process
- Impact/Risk assessment process
- Establish and manage the schedule of approved changes
- Determine metrics for measuring effectiveness of a change
- Review / Approval process
- Implementation process
- Verification (test) process
- Closure process
- Participation with the Change Advisory Board (CAB)
- Participation in IT service continuity and disaster recovery planning
- Integrate with FAS change management policies, procedures, processes and training requirements per the change management process components outlined above, including Change Control Board (CCB) composition, activities and the financial, technical and business approval authorities appropriate to FAS IT and business requirements

- Receive and document all Requests for Change (RFC) and classify proposed changes to the Services, which shall include change cost, risk impact assessment, and system(s) security considerations
- Ensure that appropriate back-out plans are documented and in place in the event of systems failure as a result of the change
- Provide change management plan to FAS for review
- Develop and maintain a schedule of planned approved changes (Forward Schedule of Changes or FSC) and provide to FAS for review
- Determine change logistics
- Provide change documentation as required, including proposed metrics as to how effectiveness of the change will be measured
- Participate in CCB meetings as FAS deems appropriate or necessary
- Oversee the approved change build, test, and implementation processes to ensure these activities are appropriately resourced and completed according to change schedule
- Ensure that thorough testing is performed prior to release and assess FAS business risk related to any change that is not fully tested prior to implementation. (Submit a test plan for FAS approval prior to the start of test)
- Monitor changes, perform change reviews and report results of changes, impacts, and change effectiveness metrics
- Verify that change met objectives based upon predetermined effectiveness metrics and determine follow-up actions to resolve situations where the change failed to meet objects
- Close out RFCs that met any successful met change objectives or changes that were abandoned

C.5.4.15 SUBTASK 15 – RELEASE MANAGEMENT

The contractor shall provide release management services that track changes to contractor-managed software and database components. Release management activities take a holistic view of a change to a service, including all aspects, technical and non-technical, software, hardware and network changes. These changes can be implemented by rolling out a combination of new applications, infrastructure software, upgraded or new hardware, or simply by making changes to the service hours or support arrangements. Release management processes and activities are complementary to those of change management, configuration management, and problem management. Releases typically consist of a number of problem fixes and enhancements to an existing service. A release consists of the new or changed software required and any new or changed hardware needed to implement the approved changes. Releases are generally divided into the following categories:

- Major software releases and hardware upgrades or replacements, normally containing large areas of new functionality. A major upgrade or release usually supersedes all preceding minor upgrades, releases, and emergency fixes
- Minor software releases and hardware upgrades, normally containing small enhancements and fixes, some of which may have already been issued as emergency fixes. A minor upgrade or release usually supersedes all preceding emergency fixes
- Emergency software and hardware fixes, normally containing the corrections to a small number of known problems

The contractor shall provide the following key release management services:

- Establish standardized release management policies and procedures for all databases and database activities
- Manage Release Planning and Scheduling for overall the release schedule, as well as individual Releases
- Release testing and testing management
- Rollout planning including quality plans and back-out plans
- Release communication, preparation, and training
- Manage the successful rollout/distribution and installation of all elements of a release
- Ensure that only correct, authorized, and tested versions are installed and that changes are traceable and secure
- Document each release and provide updates to the FAS CMDB
- Develop, manage, update and maintain formal release plans for each release in coordination with change management
- Provide release management plans and schedules to FAS for review
- For Contractor-owned equipment, conduct site surveys, as necessary, to assess existing hardware being used to validate release package requirements and dependencies
- Plan resource levels and requirements for supporting a release
- Ensure that any new software or support services required for the release are procured and available when needed
- For contractor-owned equipment, ensure that any new hardware required for the release is procured and available when needed
- Ensure that all necessary testing environments are available and properly configured to support release testing
- Schedule and conduct release management meetings to include review of planned Releases and results of changes made
- Identify and document all Configurable Items (CIs) that need to be included in the Release, as well as all system inter-dependencies
- Plan and manage the acceptance testing process for each release
- Review release management details and alter as appropriate to meet the needs of the FAS (e.g., back out plan, go/no go decision)
- Notify FAS affected applications “owners” of release timing and impact
- Conduct post-mortem of releases that necessitated implementation of the back-out plan and develop and implement appropriate corrective or follow-up actions to minimize future occurrences

C.5.4.16 SUBTASK 16 – PROVIDE CONTINUAL SERVICE IMPROVEMENT

The contractor shall provide continuous improvement consulting services to enable GSA FAS to reach new levels of performance while reducing costs. In partnership with FAS, the contractor shall recommend processes and technology improvements (tools, processes, methodologies, etc.) that will help create and maintain value for clients, stakeholders and end-users through the better design, introduction and operation of database services.

The contractor shall create Service Improvement Plans (SIPs) to identify improvements and establish a baseline as a benchmark for metrics. After approval by FAS or designee, the contractor shall implement support recommendations and track the progress by capturing metrics against projected improvement.

The contractor shall report on performance of implemented support improvements, issue reports on database performance, and identify possible product enhancement opportunities for improved performance and potential cost savings. The contractor shall also record implemented improvements through the FAS approved change control process.

C.5.5 TASK 5 – DATABASE MODERNIZATION AND CONVERSION (Optional Task)

The contractor shall provide services to aid FAS OCIO in modernization and conversion planning and implementation. The contractor shall provide an architectural assessment of the GSA FAS infrastructure and prepare Technical Design Plans for the areas listed below. The estimated period of performance for these technical design plans starts Option Year 1. The contractor shall also provide implementation services, if the Government elects to implement the contractor's recommendation.

- Review and recommend strategies to provide high-availability for all database and middleware, especially for GSA Advantage.
- The contractor shall deliver a Technical Design Plan that discusses high-availability options for the GSA Advantage database and other databases as requested. The date of this deliverable shall be jointly negotiated.
- Review and recommend alternatives to transactional based replication. For instance, the contractor should review and recommend block-level replication strategies for databases, data warehouse and application servers, if appropriate.
- Review, assess and recommend alternative data warehousing strategies. Assess and evaluate data warehouse technologies and make recommendations. The contractor shall deliver a Technical Design Plan that discusses data warehousing options and migration strategies. The date of this deliverable shall be jointly negotiated.
- Implement new data warehouse technology and perform migrations from legacy data warehouse system to the new system. Recommend and evaluate robust tools for converting data to the new system.
- Recommend, assess and implement high-availability for FAS's Oracle infrastructure. The assessment should include Oracle RAC. The date of this deliverable shall be jointly negotiated.

Task 5 will entail individual project requests for modernization initiatives or technology migrations originating from the FAS OCIO during the task order period of performance. Specifically, the Government has created CLIN X002 to handle potential requests such as planning for Database as a Service (DaaS) adoption or transition from Sybase to Oracle. As new projects formulate, the Government will request a cost and schedule estimate from the Contractor based on the project's scope. The Government has provided a ceiling amount for the fulfillment

of this work and may incrementally fund the CLINs as necessary. Once projects are approved for analysis or implementation, the Contractor shall track and report cost, schedule and performance progress until completion of the effort utilizing a Government-approved project plan.

C.5.5.1 SUBTASK 1 - PROVIDE DATABASE MODERNIZATION PLANNING AND IMPLEMENTATION

If this task is exercised, the contractor shall provide alternate methods of delivery for its database services reflecting the current and future market capabilities for database management.

As part of this effort, the contractor shall provide GSA with opportunities that have been tested and proven in the marketplace reflecting innovation, cost reduction, and the creation of business capabilities through emerging trends in data management.

Key Personnel, shall work collaboratively with GSA evaluating avenues to transform the way IT delivers services by extending the enterprise beyond the traditional datacenter. These capabilities shall include innovative opportunities such as Platform as a Service (PaaS). PaaS shall include but is not limited to:

- Database services in the cloud,
- Application Services in the cloud,
- Web services in the cloud, and/or
- Integration middleware as a service

To ensure innovation, the contractor shall identify relevant technologies and capabilities proven in the market place that have the positive potential for FAS services. FAS anticipates using the innovative approaches described above to be initially deployed for non-mission critical databases (i.e. MySQL and MSSQL). As these technologies and innovations mature, GSA FAS will consider their use for core/mission critical applications. The contractor shall provide a service offering such as Cloud Computing that is capable of supporting these technologies. This service offering must have an ATO for systems classified as moderate. The contractor shall evaluate, research and provide recommendations on optional solutions such as non-RDBMS alternatives (i.e. Hadoop, HPCC, etc.), cloud computing, NoSQL database, etc. If the recommendations are approved by the Government, the contractor shall design, install, configure, and create (or convert) current system(s)/model(s) to the new solutions. If implemented, the contractor shall maintain, troubleshoot, tune, and perform backup and recovery for the new solutions.

As part of solutions proposed during the task order, the contractor shall provide an overview of its approach, providing details of its experience with the technologies and innovative approaches. Critical successful factors must be provided.

C.5.5.2 SUBTASK 2 – PROVIDE DATABASE CONVERSION PLANNING AND IMPLEMENTATION

SECTION C – PERFORMANCE-BASED STATEMENT OF WORK

As part of the overall database environment modernization improvement effort, GSA FAS may undertake a database platform migration from one DBMS to another (e.g. Sybase to Oracle, Sybase to My SQL, My SQL to MSSQL, etc). As part of this process, the contractor shall provide the following services:

- Expertise to fully design the migration procedures and approach,
- Develop the architecture of the target DBMS,
- Develop a pilot/proof of concept,
- Fully manage the approved upon migration process,
- Implement the migration plan and fully test the DBMS conversion,
- Provide Quality Assurance (QA) services for all migration activities, and
- Recommend and provide necessary tools for all migration activities.

If this optional task is executed, the contractor shall provide the database migration approach and methodology, tools and personnel to manage the conversion process.

As a part of solutions proposed during the task order, the contractor should provide an overview of its approach to database platform migration, provide details of its experience with database platform migration and critical success factors needed to ensure successful migration.

SECTION D - PACKAGING AND MARKING

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract. Section D of the contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference.

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SECTION E - INSPECTION AND ACCEPTANCE

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract. Section E of the contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:

E.2 PLACE OF INSPECTION AND ACCEPTANCE

Inspection and acceptance of all work performance, reports, and other deliverables under this TO shall be performed at contractor facilities and selected Government facilities by the FAS OCIO TPOC or designee and the FEDSIM COR. FAS OCIO anticipates consolidating all metro area facilities at 1800 F Street, Washington, DC in the spring of 2013 where no contractors will have seats. From award until the move to 18th and F 80% of contractors will work on Government site.

E.3 SCOPE OF INSPECTION

All deliverables will be inspected for content, completeness, accuracy, and conformance to TO requirements by the FEDSIM COR and OCIO TPOC. Inspection may include validation of information or software through the use of automated tools, testing, or inspections of the deliverables, as specified in the TO. The scope and nature of this inspection will be sufficiently comprehensive to ensure the completeness, quality, and adequacy of all deliverables.

The Government requires a period NTE 15 workdays after receipt of final deliverable items for inspection and acceptance or rejection.

E.4 BASIS OF ACCEPTANCE

The basis for acceptance shall be in compliance with the requirements set forth in the TO, the contractor's proposal and other terms and conditions of the contract. Deliverable items rejected shall be corrected in accordance with the applicable clauses.

Reports, documents, and narrative-type deliverables will be accepted when all discrepancies, errors, or other deficiencies identified in writing by the Government have been corrected.

If the draft deliverable is adequate, the Government may accept the draft and provide comments for incorporation into the final version.

All of the Government's comments on deliverables must either be incorporated in the succeeding version of the deliverable, or the contractor must demonstrate to the Government's satisfaction why such comments should not be incorporated.

If the Government finds that a draft or final deliverable contains spelling errors, grammatical errors, or improper format, or otherwise does not conform to the requirements stated within this TO, the document may be immediately rejected without further review and returned to the contractor for correction and resubmission. If the contractor requires additional Government guidance to produce an acceptable draft, the contractor shall arrange a meeting with the FEDSIM COR.

E.5 DRAFT DELIVERABLES

The Government will provide written acceptance, comments, and/or change requests, if any, within 15 workdays (unless specified otherwise in Section F) from Government receipt of the draft deliverable. Upon receipt of the Government's comments, the contractor shall have ten

SECTION E - INSPECTION AND ACCEPTANCE

workdays to incorporate the Government's comments and/or change requests and to resubmit the deliverable in its final form.

E.6 WRITTEN ACCEPTANCE/REJECTION BY THE GOVERNMENT

The CO/COR will provide written notification of acceptance or rejection of all final deliverables within 15 workdays (unless specified otherwise in Section F). All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

E.7 NON-CONFORMING PRODUCTS OR SERVICES

Non-conforming products or services will be rejected. Deficiencies will be corrected, by the contractor, within ten workdays of the rejection notice. If the deficiencies cannot be corrected within ten workdays, the contractor will immediately notify the FEDSIM COR of the reason for the delay and provide a proposed corrective action plan within ten workdays.

For all tasks, if the contractor does not provide products or services that conform to the requirements of this TO, the Government will document the issues associated with the non-conforming products or services in the award fee determination report, and there will be an associated reduction in the earned award fee.

SECTION F – DELIVERIES OR PERFORMANCE

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract. Section F of the contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:

F.3 TASK ORDER PERIOD OF PERFORMANCE

The period of performance for this TO is a base period of date of TO Award (anticipated date July 19, 2012) through September 30, 2012, and five option periods as provided below:

Base Period: TOA – September 30, 2012
Option Period 1: October 1, 2012 – September 30, 2013
Option Period 2: October 1, 2013 – September 30, 2014
Option Period 3: October 1, 2014 – September 30, 2015
Option Period 4: October 1, 2015 – September 30, 2016
Option Period 5: October 1, 2016 – July 18, 2017

F.4 PLACE OF PERFORMANCE

Place of Performance is primarily at the contractor's location(s). Long distance travel will be required in support of this requirement. FAS OCIO anticipates consolidating all metro area facilities at 18th and F street Washington DC in the spring of 2013 where no contractors will have seats. From award until the move to 18th and F 80% of contractors will work on Government site.

F.5 DELIVERABLES

The following schedule of milestones will be used by the FEDSIM COR and the FAS OCIO TPOC to monitor timely progress under this TO. The contractor shall deliver the deliverables and meet the milestones stated below. Section E describes acceptance for deliverables.

The following abbreviations are used in this schedule:

NLT: No Later Than
TOA: Task Order Award
TO: Task Order
PoP: Period of Performance
IAW: In Accordance With
CD: Calendar Days

All references to Days: Calendar Days (except as noted)

Deliverables are due the next Government workday if the due date falls on a holiday or weekend. The contractor shall submit the deliverables listed in the following table:

| MILESTONE/DELIVERABLE | SOW REFERENCE | PLANNED COMPLETION DATE |
|--|----------------------|---------------------------------|
| Project Start (PS) | ----- | At TOA |
| Project Kick-Off Meeting | C.5.1.1 | NLT 10 CD after TOA |
| Copy of TO (initial award and all modifications) | F.5.2 | Within 10 workdays of TOA |
| Transition-In Overview Briefing | C.5.1.1, C.5.2.1 | Due at Project Kick-Off Meeting |

SECTION F – DELIVERIES OR PERFORMANCE

| MILESTONE/DELIVERABLE | SOW REFERENCE | PLANNED COMPLETION DATE |
|--|----------------------|---|
| Monthly Status Report | C.5.1.2 | Monthly, by 15 th calendar day of the next month |
| Technical Status Meeting | C.5.1.4 | Monthly |
| Technical Status Meeting Minutes | C.5.1.4 | Within 7 CD of the completion of the meeting |
| Program Management Plan (PMP) Initial Draft | C.5.1.1, C.5.1.5 | Initial Draft PMP Due 10 days after Project Kick-Off Meeting |
| Program Management Plan (PMP) Final | C.5.1.5 | Final PMP within 2 weeks of Government Comments on draft |
| PMP Update | C.5.1.6 | Annually |
| Quality control plan | C.5.1.5 | As part of PMP submission |
| Travel Authorization Request | H.23.2 | During Technical Status Meeting or Earlier Depending on the Need |
| Trip Report | C.5.1.7 | NLT 5 Calendar Days after Trip Completion (if requested) |
| Transition In Plan (Draft) | C.5.2.1 | Within 10 CD after Kick-Off |
| Transition In Plan (Final) | C.5.2.1 | Within 10 CD after receipt of Government comments. |
| Transition Out Plan | C.5.2.2 | NLT 90 Calendar Days prior to expiration of the TO |
| Request to Initiate Purchase or Consent to Purchase | H.24 | Provide to OCIO TPOC and FEDSIM COR at Status Meeting or earlier |
| Standards and Procedures Manual (see Section F.5.1 for other topics to be included) | C.5.4.14 | In accordance with the PMP |
| Test Plan | C.5.4.14 | Per PMP, Prior to Testing |
| Technical Design Plans | C.5.5 | In accordance with the PMP |
| Analysis of DaaS | C.5.3 | In accordance with the PMP |
| Performance Reports | C.5.3 | In accordance with the PMP |
| Milestone: Contractor to fully take over contract performance (independent of incumbent support) | | September 23, 2012 |

F.5.1 PUBLIC-RELEASE OF CONTRACT DOCUMENTS REQUIREMENT

The contractor agrees to submit, within ten workdays from the date of the Contracting Officer's execution of the initial TO, or any modification to the TO (exclusive of Saturdays, Sundays, and Federal holidays), a portable document format (PDF) file of the fully executed document with all proposed necessary redactions, including redactions of any trade secrets or any commercial or financial information that it believes to be privileged or confidential business information, for the purpose of public disclosure at the sole discretion of GSA. The contractor agrees to provide a detailed written statement specifying the basis for each of its proposed redactions, including the

SECTION F – DELIVERIES OR PERFORMANCE

applicable exemption under the Freedom of Information Act (FOIA), 5 U.S.C. § 552, and, in the case of FOIA Exemption 4, 5 U.S.C. § 552(b)(4), shall demonstrate why the information is considered to be a trade secret or commercial or financial information that is privileged or confidential. Information provided by the contractor in response to the contract requirement may itself be subject to disclosure under the FOIA. Submission of the proposed redactions constitutes concurrence of release under FOIA.

GSA will carefully consider the entire contractor's proposed redactions and associated grounds for nondisclosure prior to making a final determination as to what information in such executed documents may be properly withheld.

F.5.2 DELIVERABLES MEDIA

The contractor shall deliver all electronic versions by email and CD-ROM, as well as placing in the FAS designated repository. Identified below are the required electronic formats, whose versions must be compatible with Microsoft Office 2007.

- Text Microsoft Word
- Spreadsheets Microsoft Excel
- Briefings Microsoft PowerPoint
- Drawings Microsoft Visio
- Schedules Microsoft Project

GSA is committed to preserving the environment and would like to reduce the number of paper hardcopies produced under this task order. Additional information will be provided at the Project Kick-Off Meeting.

F.6 PLACE(S) OF DELIVERY

Unclassified deliverables and correspondence shall be delivered to the Contracting Officer's Representative (COR) at the address below:

GSA FAS AAS FEDSIM
ATTN: Brad Jordan
2100 Crystal Drive, Suite 800
Arlington VA 20406
Telephone: (703) 603-8116
Fax: (703) 605-9088
Email: brad.jordan@gsa.gov

Copies of all deliverables shall also be delivered to the FAS OCIO TPOC at the address below:

GSA FAS OCIO
ATTN: (To be provided after award)
2100 Crystal Drive
Arlington VA 20406
Telephone:
Email:

F.7 NOTICE REGARDING LATE DELIVERY/PROBLEM NOTIFICATION REPORT (PNR)

The contractor shall notify the FEDSIM COR via a Problem Notification Report (PNR) (Section J, Attachment C) as soon as it becomes apparent to the contractor that a scheduled delivery will be late. The contractor shall include in the PNR the rationale for late delivery, the expected date for the delivery, and the project impact of the late delivery. The FEDSIM COR will review the new schedule and provide guidance to the contractor. Such notification in no way limits any Government contractual rights or remedies including, but not limited to, termination.

F.8 PERFORMANCE REQUIREMENTS SUMMARY

A summary listing of minimum Service Level Metrics for each Service is provided below. Beginning the third month after System Cutover (transition accepted by the Government), the following Service Level Requirements shall apply.

A key objective of the PBSOW is to attain Service levels to provide FAS OCIO stakeholders with a highly efficient database infrastructure to meet mission-critical system requirements, critical milestones and objectives. The contractor shall consistently meet or exceed the following minimum Service Levels which are required at the end of the Transition Period. The contractor shall provide written or electronic reports to GSA FAS regarding the contractor's compliance with the Service Level Requirements specified in the PBSOW.

F.8.1 Database Service Level Requirements (SLRs)

Table 1. Database Administration

| Definition | Performance of all Database Administration tasks including, but not limited to, software installation, patching, general and SQL codes performance monitoring, troubleshooting and tuning instances creation and refresh, and recovery operations. For service level measurement, production requests MUST be executed within the highest service level. | | |
|---|--|--|-------------------|
| Database Administration Service Level Requirements | | | |
| Administration Type | Service Measure | Performance Target | SLR Performance % |
| Instance Creation and Refresh | Elapsed Time | Create = 2 Business Days Refresh = 1 Business Day | 95% |
| Create End-User ID, Grants, Revokes, Create table space, other data definition requests | Elapsed Time | 2 hours (1–5 requests daily) 4 hours (6–10 requests daily) 2 Business Days >10 daily Based on a per-database request | 95% |
| Performance tuning and maintenance | Elapsed Time | Proactive monitoring of SQL code and preemptive intervention to maintain required performance levels as agreed upon. Proactive monitoring of database configuration settings/parameters to ensure optimal database performance. Two hours to respond to ad hoc requests | 95% |

SECTION F – DELIVERIES OR PERFORMANCE

| Database Refresh Type | Service Measure | Performance Target | SLR Performance % |
|--|----------------------|---|-------------------|
| Individual patches and requisite patches per database, to include security patches | Elapsed Time | Within 7 to 10 Business Days for high vulnerability security patches, completed within Availability SLRs. Within 15 Business Days for all other patches. | 95% |
| Service packs and updates to “dot” releases | Elapsed Time | Within 5 Business Days of signoff by GSA. Required downtime is outside of the normal Availability SLRs. | 95% |
| Version or major release updates | Elapsed Time | Within 5 Business Days of signoff by GSA. Required downtime is outside of the normal Availability SLRs. | 95% |
| | Formula | Total number of events completed within Performance Target ÷ Total number of events scheduled, due or required | |
| | Measurement Interval | Measure Weekly | |
| | Reporting Period | Report Monthly | |
| | Measurement Tool | TBD | |

Technology Refreshment and Replenishment

Table 2. Server Refresh Service Level Requirements

| Definition | Technology refreshment and replenishment are the activities associated with modernizing the databases and middleware components on a continuous basis to ensure that software components stay current with evolving industry standards. These activities should be conducted in accordance with the GSA FAS Database policies and procedures. | | |
|---|---|--|-------------------|
| | Server Refresh Service Level Requirements | | |
| Server Refresh | Service Measure | Performance Target | SLR Performance % |
| Notification of vendor Software upgrades and new releases | Response Time | Within 30 days after Software vendor announcement | 95.0% |
| Testing and implementation of service packs and updates to “dot” releases | Response Time | Within 60 days after approved by GSA FAS | 95.0% |
| Testing and implementation of version or major release updates | Response Time | Within 90 days after approved by GSA FAS | 95.0% |
| | Formula | Number of requests completed on time ÷ Total of all requests occurring during Measurement period | |
| | Measure Interval | Measure Weekly | |
| | Reporting Period | Report Monthly | |
| | Measurement Tool | TBD | |

SECTION F – DELIVERIES OR PERFORMANCE

Table 3. Table 3. Middleware/JBOSS Administration

| Definition | Perform JOBSS/Middleware application server installation, configuration, clustering, and administration, preferably on Unix/Linux/Window platforms or cloud based environments. For service level measurement, production requests MUST be executed within the highest service level. | | |
|---|---|---|-------------------|
| JBoss/Middleware Administration Service Level Requirements | | | |
| Administration Type | Service Measure | Performance Target | SLR Performance % |
| Individual Application Installation , Certificate Installation, Cluster Installation and Configuration, Per Instance Creation and Configuration | Elapsed Time | Create = 2 Business Days | 95% |
| Performance troubleshooting, tuning and maintenance | Elapsed Time | Perform monitoring of JBOSS configuration settings/parameters to ensure optimal JBOSS instance performance. Two hours to respond to ad hoc requests | 95% |
| Individual patches and requisite patches per Instance, to include security patches | Elapsed Time | Within 7 to 10 Business Days for high vulnerability security patches, completed within Availability SLRs. Within 15 Business Days for all other patches. | 95% |
| Service packs and updates to “dot” releases | Elapsed Time | Within 5 Business Days of signoff by GSA. Required downtime is outside of the normal Availability SLRs. | 95% |
| Version or major release updates | Elapsed Time | Within 5 Business Days of signoff by GSA. Required downtime is outside of the normal Availability SLRs. | 95% |
| | Formula | Total number of events completed within Performance Target ÷ Total number of events scheduled, due or required | |
| | Measurement Interval | Measure Weekly | |
| | Reporting Period | Report Monthly | |
| | Measurement Tool | TBD | |

Cross Functional Services Service Level Requirements

Table 4. Incident Resolution Definition and Service Level Requirements

| | |
|-------------------|---|
| Definition | Time to Resolve Incidents following responses to different Incident Severity Level classifications. Each Incident is categorized according to the Incident Resolution priorities listed below |
|-------------------|---|

SECTION F – DELIVERIES OR PERFORMANCE

| Incident Resolution Service Level Requirements | | | |
|--|----------------------|--|-------------------|
| Incident Resolution | Service Measure | Performance Target | SLR Performance % |
| Time to Notify GSA FAS of a Severity 1 or 2 Incident | Time to Respond | <15 minutes | 99.999% |
| Severity Level 1 | Time to Resolve | <2 hours | 98.0% |
| Severity Level 2 | Time to Resolve | <4 hours | 98.0% |
| Severity Level 3 | Time to Resolve | <8 hours | 98.0% |
| Severity Level 4 | Time to Resolve | Next Business Day or as prioritized by Contractor | 98.0% |
| Root Cause Analysis | Time to Report | Within 24 hours of Incident Resolution | 98.0% |
| | Formula | Number of requests completed within Performance Target ÷ Total of all requests occurring during Measurement Interval | |
| | Measurement Interval | Measure Weekly | |
| | Reporting Period | Report Monthly | |
| | Measurement Tool | TBD | |

Severity Levels

Table 5. Severity Levels

| | |
|---|---|
| Severity Level 1 – Emergency/Urgent <i>Critical Business Impact</i> | <p>The Incident has caused a complete and immediate work stoppage affecting a Critical Function such that a primary business process or a broad group of users (such as an entire department, floor, branch, line of business, and/or external customer, etc.) is affected. No work around available. Examples:</p> <ul style="list-style-type: none"> ▪ Major application problem (e.g., GSA Advantage, eOffer etc.) ▪ Severe disruption during critical periods (e.g., month-end processing, HOD/BOT meetings) ▪ WAN or LAN outage ▪ Security violation (e.g. denial of service, port scanning) |
| Severity Level 2 – High <i>Major Business Impact</i> | <p>A business process is affected in such a way that business functions are severely degraded, multiple users are impacted, a key customer is affected, or a Critical Function is operating a significantly reduced capacity or functionality. A Workaround may be available; however the Workaround is not easily sustainable. Examples:</p> <ul style="list-style-type: none"> ▪ Major data/database or application problem (e.g., GSA Advantage) ▪ Security incursion on a non-critical system |
| Severity Level 3 – Medium <i>Moderate Business Impact</i> | <p>A business process is affected in such a way that certain functions are unavailable to end users or a system and/or service is degraded. A Workaround may be available.</p> |
| Severity Level 4 – Low <i>Minimal Business Impact</i> | <p>An Incident that has little impacts on normal business processes and can be handled on a scheduled basis. A Workaround is available or there is minimal negative impact on a user's ability to perform their normal daily work. Example:</p> <ul style="list-style-type: none"> ▪ "How to" questions ▪ Service Requests (e.g. system enhancement) ▪ Peripheral problems (e.g. locally attached printer) ▪ Preventative Maintenance |

SECTION F – DELIVERIES OR PERFORMANCE

Help Desk

Table 6. Help Desk Service Level Requirements

| Description | Performance Measurement | Target Levels |
|-----------------------|--|--------------------------------|
| Problem logging | The contractor shall open a problem ticket immediately upon, but no later than 15 minutes after, notification of a problem. | 100% |
| Severity Level | Problems not resolved during the initial inquiry will be assigned a problem severity type determined by reference to the user's assessment of the impact the problem may have on GSA FAS database operations, and following GSA FAS approved guidelines. Contractor shall report problem status for each problem depending on problem severity type assigned. | Status Report Frequency |
| Severity Levels 1 & 2 | | Hourly |
| Severity Level 3 | | Daily |
| Severity Level 4 | | Weekly |
| How Measured | Problem logging: Time from Problem Notification (as recorded by Help Desk ticker and/or other GSA FAS / Contractor documentation [e.g. e-mail] whichever is earliest. Status Report Frequency: GSA FAS assessment supported by documentation (e.g. E-Mails) as available | |
| Measurement Interval | Measure Weekly, Report Monthly | |

IT Continuity and Disaster Recovery

Table 7. IT Continuity and Disaster Recovery Definition and Service Level Requirements

| | | | |
|--|--|---|-------------------|
| Definition | Time to recover GSA FAS systems after Disaster Recovery Incident has been determined. The recovery time objective (RTO) is the duration of time and a service level within which a business process must be restored after a disaster (or disruption) in order to avoid unacceptable consequences associated with a break in business continuity. A recovery point objective (RPO) is the maximum tolerable period in which data might be lost from an IT Service due to a Major Incident. | | |
| | Disaster Recovery Service Level Requirements | | |
| GSA FAS Disaster Recovery Prioritization | Service Measure | Performance Target | SLR Performance % |
| Severity Level 1 and 2 | Recovery time objective (RTO) | <2 hours | 98.0% |
| Severity Level 3 and 4 | Recovery time objective (RTO) | <4 hours | 98.0% |
| Severity Level 5 or greater | Recovery time objective (RTO) | <8 hours | 98.0% |
| | Formula | Number of applications recovered within Performance Target ÷ Total number of applications in Measurement Interval | |
| | Measure Interval | Measure Monthly | |
| | Reporting Period | Report Quarterly | |
| | Measurement Tool | TBD | |

Database License Tracking and Management

Within five (5) days after the first day of each calendar quarter, the contractor shall select a statistically valid sample, in accordance with the process specified in the Standards and Procedures Manual, to measure the contractor's compliance with the following Service Level Requirements pertaining to the accuracy of individual data elements in the Database License tracking database. Accuracy of data shall adhere to the following Service Level Requirement.

Table 8. Database License Tracking Level Requirements

| Asset Tracking Service Level Requirements | | | |
|--|----------------------|--|----------------------------|
| Accuracy of Database licenses in Tracking System | Accuracy | Accuracy percentage of each of the following data elements as determined by audit: | |
| | | Data Element | Accuracy Percentage |
| | | Serial Number | 97% |
| | | Location | 97% |
| | | GSA Asset Tag Number | 97% |
| | Formula | Number of tracked Assets where data element is determined to be correct ÷ Total number of tracked Assets audited | |
| | Measurement Interval | Audited as specified in Standards and Procedures Manual (quarterly as of Effective Date). | |
| | Measurement Tool | TBD | |

Configuration Management

Table 9. Configuration Management Service Level Requirements

| Configuration Management Service Level Requirements | | | |
|--|-------------------------|--|--------------------------|
| Requests | Service Measure | Performance Target | SLR Performance % |
| Delivery of all required artifacts for system change to Configuration Management prior to change | Completeness / Accuracy | Completeness and Accuracy of information contained in responses | 95.0% |
| | Formula | SLR = 100% x (Total number of deliveries – Unacceptable deliveries) ÷ Total number of deliveries | |
| | Measurement Interval | Measure Monthly, Report Monthly | |
| | Measurement Tool | TBD | |

Key Customer Satisfaction Survey

GSA FAS and the contractor shall establish a mutually agreed-upon Key Customer Satisfaction survey that may be facilitated by a Third Party and designed with GSA FAS and contractor input.

SECTION F – DELIVERIES OR PERFORMANCE

The Third Party shall supply to GSA FAS semiannual reports of GSA FAS business Key Customer Satisfaction, integrating the results of ongoing Key Customer Satisfaction surveys for Hosting Services. Upon delivery of each such report, the Parties shall meet to jointly identify any areas of Key Customer dissatisfaction. The contractor shall prepare a **Project Plan** with GSA FAS input and approval to Resolve Key Customer dissatisfaction.

Table 10. Key Customer Satisfaction Service Level Requirements

| Key Customer Satisfaction Service Level Requirements | | | |
|--|--------------------------------|--|--------------------------|
| Key Customer Satisfaction | Service Measure | Performance Target | SLR Performance % |
| Scheduled Survey (conducted semiannually by GSA FAS or its designated Third Party agent) | Key Customer Satisfaction rate | Key Customers surveyed should be very satisfied or satisfied | 90% |
| | Formula | Sum of survey result from each participant ÷ Total number of participants responding to Scheduled Survey | |
| | Measurement Interval | Measure Semiannually | |
| | Reporting Period | Report Semiannually | |
| | Measurement Method/Source Data | TBD | |

Documentation

Table 11. Documentation Service Level Requirements

| Documentation Service Level Requirements | | | |
|---|-------------------------|---|--------------------------|
| Requests | Service Measure | Performance Target | SLR Performance % |
| Update of system change documentation for changes | Completeness / Accuracy | Completeness and Accuracy of information contained in documentation including Entity-Relationship Diagrams, Infrastructure Diagrams and User/Technical Manual, reflecting the latest changes and modifications. | 95.0% |
| | Formula | SLR = 100% x (Total number of deliveries – Unacceptable deliveries) ÷ Total number of deliveries | |
| | Measurement Interval | Measure Weekly, Report Monthly | |
| | Measurement Tool | TBD | |

Database Synchronization/Replication

Table 12. Synchronization/Replication Service Level Requirements

| | |
|--|---|
| Definition | Databases and JBOSS Instances are replicated and synchronized with no more than a small delay. This SLR applies only to the Production environment. |
| Database JBoss/Middleware Administration Service Level Requirements | |

SECTION F – DELIVERIES OR PERFORMANCE

| Administration Type | Service Measure | Performance Target | SLR Performance % |
|---|-----------------|--------------------|-------------------|
| Replication from Primary database to the COOP database for Oracle, Sybase, MS SQL, MySQL, JBoss | Elapsed Time | SLR = 5 minutes | 99% |

Backup and Restore

Table 13 Backup and Restore Service Level Requirement

| Backup Schedule and Service Level Requirements | | | | |
|--|---|---|--|-------------------|
| Type of Backup | Backup Frequency | Storage Site | Retention / Purge Period | SLR Performance % |
| Incremental Backup | Daily | On-site | 30 days | 100% |
| Full Backup | Weekly | Off-site | 30 days | 100% |
| Full Backup | Monthly | Off-site | 13 months | 100% |
| Selected Backup | Periodically, as requested | On-site | As specified in request | 100% |
| Long-term Archive Backup | Biweekly or as directed (year-end, etc) | Off-site | 7 or more years as required by law or regulation | 100% |
| Forever Off-site | Daily | Off-site | Indefinite | 100% |
| | Formula | Number of backups completed within Performance Target ÷ Total of all requests occurring during Measurement interval | | |
| | Measurement Interval | Measure Weekly, Report Monthly | | |
| | Measurement Tool | TBD | | |

Table 14. Restoration Service Level Requirements

| Restoration Service Level Requirements | | | |
|---|--|--|-------------------|
| Restoration Type | Service Measure | Performance Target | SLR Performance % |
| Restore Requests for recovery of production data- Data is recoverable from storage media and usable by FAS applications | Response Time Data 1 week old or less | ≤3 hours from GSA FAS request | 100.0% |
| Restore Requests for recovery of test and development data or data volume backups - Data is recoverable from storage media and usable by FAS applications | Response Time Data 1 week old or less | ≤8 hours from GSA FAS request | 100.0% |
| Restore Requests for recovery of data or data volume backups - Data is recoverable and usable by FAS applications | >1 week old | Commence restore within 3 Business Days | 100.0% |
| | Formula | Number of requests completed within Performance Target ÷ Total of all requests occurring during Measurement Interval | |

SECTION F – DELIVERIES OR PERFORMANCE

| Restoration Service Level Requirements | | |
|--|----------------------|----------------|
| | Measurement Interval | Measure Weekly |
| | Reporting Period | Report Monthly |
| | Measurement Tool | TBD |
| | | |

SECTION G – CONTRACT ADMINISTRATION DATA

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract. Section G of the contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:

G.3.5 CONTRACTING OFFICER'S REPRESENTATIVE

The CO will appoint a COR in writing at TO award. The COR will receive, for the Government, all work called for by the TO and will represent the CO in the technical phases of the work. The COR will provide no supervisory or instructional assistance to contractor personnel.

The COR is not authorized to change any of the terms and conditions, scope, schedule, and price of the Contract or the TO. Changes in the scope of work will be made only by the CO by properly executed modifications to the Contract or the TO.

G.3.5.1 CONTRACT ADMINISTRATION

Contracting Officer:

Mr. John T. Terrell
GSA FAS AAS FEDSIM
2100 Crystal Drive, Suite 800
Arlington VA 20406
Telephone: (703) 605-2748
Fax: (703) 605-9088
Email: john.terrell@gsa.gov

Contracting Officer's Representative:

Brad Jordan
GSA FAS AAS FEDSIM
2100 Crystal Drive, Suite 800
Arlington VA 20406
Telephone: (703) 603-8116
Fax: (703) 605-9088
Email: brad.jordan@gsa.gov

Technical Point of Contact:

GSA FAS OCIO
ATTN: Provided after TO Award
2100 Crystal Drive, Suite 900
Arlington VA 20406
Telephone:
Email:

G.9.6 INVOICE SUBMISSION

The contractor shall submit Requests for Payments in accordance with the format contained in General Services Administration Manual (GSAM) 552.232-25, PROMPT PAYMENT (Nov 2009), to be considered proper for payment. In addition, the data elements indicated below shall be included on each invoice.

| | |
|--------------------|---|
| Task Order Number: | (To be provided at award) |
| Paying Number: | QP Number, indicated on the GSA Form 300 at time of award. |
| FEDSIM Project No: | 12065GSM |
| Project Title: | GSA FAS OCIO Database Administration and Middleware Server Support Services |

The contractor shall certify with a signed and dated statement that the invoice is correct and proper for payment.

The contractor shall provide invoice backup data in accordance with the contract type, including detail such as labor categories, rates, and quantities of labor hours per labor category.

The contractor shall submit invoices as follows:

The contractor shall utilize FEDSIM's electronic Tracking and Ordering System (TOS) and GSA's Finance website to submit invoices. The contractor shall submit simultaneous copies of the invoices to both GSA Finance and the TOS system. The contractor shall submit invoices electronically by logging onto the following links (requires Internet Explorer to access the links):

<https://portal.fas.gsa.gov>

Select *Vendor Support*, log in using your assigned I.D. and password, then click on *Create Invoice*. The TOS Help Desk should be contacted for support at 877-472-4877 (toll free).

&

www.finance.gsa.gov

The FEDSIM COR may require the contractor to submit a written "hardcopy" invoice with the client's certification prior to invoice payment.

G.9.6.1 INVOICE REQUIREMENTS

The contractor shall submit a draft or advance copy of an invoice to the FAS OCIO TPOC and GSA COR for review prior to its submission to GSA Finance.

If the task order has different contract types, each should be addressed separately in the invoice submission (preferably one combined invoice per month). All invoices should clearly state the QP number found on the SF300/30.

SECTION G – CONTRACT ADMINISTRATION DATA

The final invoice is desired to be submitted within six months of task order completion.

G.9.6.1.1 COST-PLUS-AWARD-FEE (CPAF) CLINs (for LABOR)

The contractor may invoice monthly on the basis of cost incurred for the CPAF CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. All hours and costs shall be reported by CLIN element (as shown in Section B), by contractor employee, and shall be provided for the current billing month and in total from project inception to date. The contractor shall provide the invoice data in spreadsheet form with the following detailed information. The listing shall include separate columns and totals for the current invoice period and the project to date.

- Employee name (current and past employees)
- Employee company labor category
- Employee Alliant labor category
- Monthly and total cumulative hours worked
- Billing rate (as proposed in the cost proposal)
- Corresponding TO ceiling rate
- Cost incurred not billed
- Current approved forward pricing rate agreement in support of indirect costs billed

All cost presentations provided by the contractor shall also include Overhead charges, and General and Administrative charges and shall also include the Overhead and General and Administrative rates being applied.

The Government will promptly make payment of any award fee upon the submission, by the contractor to the FEDSIM COR, of a public voucher or invoice in the amount of the total fee earned for the period evaluated. Payment may be made without issuing a TO modification if funds have been obligated for the award fee amount. The contractor shall attach the Award Fee Determining Official (AFDO)/CO determination letter to the public voucher and/or invoice.

G.9.6.1.2 TOOLS AND OTHER DIRECT COSTS (ODCs)

The contractor may invoice monthly on the basis of cost incurred for the TOOLS and ODC CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. In addition, the contractor shall provide the following detailed information for each invoice submitted, as applicable. Spreadsheet submissions are required.

- Tools or ODCs purchased
- Consent to Purchase number or identifier
- Date accepted by the Government
- Associated CLIN
- Project-to-date totals by CLIN
- Cost incurred not billed
- Remaining balance of the CLIN

SECTION G – CONTRACT ADMINISTRATION DATA

All cost presentations provided by the contractor shall also include Overhead Charges and General and Administrative Charges.

G.9.6.1.3 TRAVEL

The contractor may invoice monthly on the basis of cost incurred for cost of travel comparable with the FTR. The invoice shall include the period of performance covered by the invoice, the CLIN number and title. Separate worksheets, in MS Excel format, shall be submitted for travel.

CLIN/Task Total Travel: This invoice information shall identify all cumulative travel costs billed by CLIN/Task. The current invoice period's travel detail shall include separate columns and totals and include the following:

- Travel Authorization Request number or identifier
- Current invoice period
- Names of persons traveling
- Number of travel days
- Dates of travel
- Number of days per diem charged
- Per diem rate used
- Total per diem charged
- Transportation costs
- Total charges

All cost presentations provided by the contractor shall also include Overhead Charges and General and Administrative Charges.

SECTION H – SPECIAL CONTRACT REQUIREMENTS

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract. Section H of the contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:

H.2 KEY PERSONNEL

The following are the minimum personnel who shall be designated as "Key." The contractor shall propose appropriate labor categories for these positions. The Government does not intend to dictate the composition of the ideal team to perform this TO. Therefore, the Government encourages and will evaluate additional Key Personnel as proposed by the offeror.

- Project Manager (PM)
- Data Architect
- Senior Database Administrator
- Application Server/Middleware/JBOSS Administrator

The Government desires that Key Personnel be assigned for the duration of the TO.

H.2.1 Project Manager (PM)

The contractor shall identify the above listed PM to serve as the Government's major point of contact and to provide overall leadership and guidance for all contractor personnel assigned to the TO. The PM is ultimately responsible for the quality and efficiency of the TO to include both technical issues and business processes. The PM shall have organizational authority to execute the requirements of the TO. The PM shall assign tasking to contractor personnel, supervise on-going technical efforts, and manage overall TO performance. This individual shall have the ultimate authority to commit the contractor's organization and make decisions for the contractor's organization in response to Government issues, concerns, or problems. This person shall be readily available to respond to Government questions, concerns, and comments, as well as be proactive in alerting the Government to potential contractual or programmatic issues.

It is required that the proposed PM have the following qualifications:

- PMP® Certification, and an ITIL® Foundation and/or Practitioner Certification, for either ITIL® v.2 or v.3, at time of proposal submission. This will be evaluated on a Pass/Fail basis.

It is desired that the proposed PM has the following desirable qualifications:

- Demonstrated experience in the management and control of complex information technology infrastructure involving internet and multiple disparate network subsystems, that are in similar size and scope as described in this TOR.
- Demonstrated experience with the management, manpower utilization, and supervision of employees (including subcontractors) of various labor categories and skills in projects similar in size and scope as proposed for the TOR.

SECTION H – SPECIAL CONTRACT REQUIREMENTS

- Experience in a quality assurance environment that includes, at a minimum, knowledge of customer satisfaction tracking, user complaint and monitoring programs, and quality control (QC) programs.
- Demonstrated ability for oral and written communication with the highest levels of management including the ability to effectively communicate technical details.

H.2.2 Data Architect

The contractor shall identify the above expert technical role, Data Architect. The Data Architect defines and plans data/information architectures for enterprise systems. The Data Architect will work on multiple projects as a project leader or as the subject matter expert. The Data Architect will work on projects/issues of high complexity that require in-depth knowledge across multiple technical areas and business segments. The Data Architect will coach and mentor more junior technical staff. The Data Architect will provide logical design & information management strategies necessary to store, move and manage data in a new target state or an alternative version of existing state.

It is required that the proposed Data Architect have the following qualifications:

- Demonstrated ability to supervise the creation of all conceptual, logical, and physical data models. Also the ability to review proposed data models contained in packaged/commercially available applications before they are purchased.
- Demonstrated ability to participate in data integration, business intelligence (BI) and enterprise information management programs by rationalizing data processing to support reuse. Work with data service administrators to develop the data object and models to support service-oriented architecture.
- Demonstrated ability to identify the data assets that are deemed significant to the enterprise, as determined by the business impact, decision impact, risk mitigation, or organizational impact of the information.
- Demonstrated ability to develop data architecture to improve the design and engineering of the database schemas, improve query performance and archiving routines.
- Demonstrated knowledge and expertise with storage arrays and Storage Area Networks (SANs) as well as experience with application development and detailed design activities.

It is desired that the proposed Data Architect have the following qualifications:

- Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field, or shall Have equivalent work experience. In addition, at least one

SECTION H – SPECIAL CONTRACT REQUIREMENTS

industry recognized certification in a database discipline (i.e. Oracle certification etc.).

- 7 to 10 years of experience with large and complex database management systems and/or experience as a senior programmer or database administrator.

H.2.3 Senior Database Administrator

The Contractor shall identify the above role, Senior Database Administrator. The Senior Database Administrator shall manage and maintain all production and non-production databases.

It is required that the Senior Database Administrator have the following qualifications:

- Demonstrated responsibility for standards and design of physical data storage, maintenance, access, and security administration.
- Demonstrated ability to perform backup and recovery on Database Management Systems, configures database parameters, and prototype designs against logical data models, defines data repository requirements, data dictionaries, and warehousing requirements.
- Demonstrated ability to optimize database access and allocates/re-allocates database resources for optimum configuration, database performance, and cost.
- Demonstrated ability to tune SQL statements and ensures all database parameters/settings are optimally configured for performance.

It is desired that the Senior Database Administrator have the following qualifications:

- Bachelor's Degree in Computer Science, Information Systems, or other related field or equivalent work experience. In addition, must possess at least one industry recognized certification in a database discipline (i.e. Oracle certification etc.).
- 4 to 6 years of experience working with various database management systems in database design, testing, implementation, maintenance, and administration in a multiple platform environment.
- A minimum of 5 years experience tuning and optimizing SQL.

H.2.4 Application Server/Middleware/JBOSS Administrator

The Contractor shall identify the above role, Application Server/Middleware/JBOSS Administrator. The Application Server/Middleware/JBOSS Administrator manages and maintains all production and non-production middleware instances. This key person is responsible for establishing middleware standards, designing middleware components that are highly-available, providing maintenance, access, and security administration.

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It is required that the Application Server/Middleware/JBOSS Administrator have the following qualifications:

- Demonstrated experience managing an large and complex application server infrastructure 200+ JBOSS instances as well as experience with performance tuning of J2EE applications and configuring middleware components.
- Demonstrated experience with troubleshooting management complex issues related to applications and middleware.
- Hands-on experience with JBOSS application server installation, configuration, clustering, and administration, preferably on Unix/Linux platforms or cloud based environments and the ability to install and securely implement JBOSS enterprise middleware components. Strong understanding of web application architectures.
- Demonstrated ability to configure clustering and load-balancing across VMs or within VMs optimizing memory and resource usage across the multiple instances.
- Demonstrated experience with SOA architectures, including Enterprise Service Bus, Workflow components and the development of large scale SOA implementations.
- Demonstrated experience with J2EE application servers (Tomcat, JRUN , JBOSSJboss) , Oracle, Perl, Shell, HTTP, and Apache in UNIX/Linux.
- Demonstrated experience with JVM configuration and monitoring as well as skills with the following: Java, JBOSS, J2EE, Shell Scripts.

It is desired that the Application Server/Middleware/JBOSS Administrator have the following qualifications:

- At least 10 years of experience in software engineering.

H.2.5 KEY PERSONNEL SUBSTITUTION

The contractor shall not replace any personnel designated as Key Personnel without the written concurrence of the CO. Prior to utilizing other than personnel specified in proposals in response to the TOR, the contractor shall notify the Government CO and the COR. This notification shall be no later than ten calendar days in advance of any proposed substitution and shall include justification (including resume(s) and labor category of proposed substitution(s)) in sufficient detail to permit evaluation of the impact on TO performance.

Substitute personnel qualifications shall be equal to, or greater than, those of the Key Personnel being substituted. If the Government CO and the COR determine that the proposed substitute personnel is unacceptable, or that the reduction of effort would be so substantial as to impair the successful performance of the work under the TO, the contractor may be subject to default action as prescribed by FAR 52.249-6, Termination (Cost Reimbursement).

H.3 NON-KEY PERSONNEL

It is desired that the contractor's non-Key Personnel possess at a minimum one database certification in Oracle, Sybase, or some other industry recognized certification. It is desired that Middleware engineers have a minimum of 5 years experience working middleware components, in particular JBOSS.

H.5 GOVERNMENT-FURNISHED PROPERTY (GFP)

GFP is provided in Section J (Attachment A). GFP shall be maintained in accordance with clauses as referenced in TOR Section I.2.

H.5.2 GOVERNMENT-FURNISHED INFORMATION (GFI)

GFI containing SOPs currently in place will be provided via GSA Wiki access at TO Award.

H.7 SECURITY CONSIDERATIONS

The contractor shall comply with agency personal identity verification procedures identified in the TOR that implement Homeland Security Presidential Directive - 12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

The contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a Federal controlled facility or access to a Federal information system.

Background investigations are required for access to GSA information systems (including contractor operations that design, operate, test, maintain, and/or monitor GSA systems).

The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive - 12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally controlled facility or access to a Federal information system.

All individuals assigned to the task order must undergo a National Agency Check with Inquiries and Credit (NACIC) and follow GSA's Homeland Security Presidential Directive/HSPD-12 Policy Guidelines. No access shall be given to government computer information systems and government sensitive information without a background investigation.

No access will be given to Government computer information systems and Government sensitive information before the background investigation is completed.

SECTION H – SPECIAL CONTRACT REQUIREMENTS

Work on this project may require contractor personnel to have access to limited information to fully integrate financial, operational, procurement, and personnel data. The clearance is considered sensitive, but unclassified.

The TO requires the contractor to be responsible for properly protecting all information used, gathered, or developed as a result of work under this task order. In addition, the contractor is required to protect all Government data, equipment, etc., by treating the information as sensitive.

The TO statement of work requires the contractor to ensure appropriate administrative, technical, and physical safeguards are established to ensure the security and confidentiality of this information, data, and/or equipment is properly protected.

The FEDSIM COR and CO retains the right to request removal of contractor personnel, regardless of prior clearance or education adjudication status, whose actions, while assigned to this task order clearly conflict with the interest of the Government.

H.7.1 NEW CONTRACTOR PERSONNEL

The Contractor shall notify FAS CIO Personnel and Security Administration when new employees have been approved to work on the contract. Before arriving at OCIO, each Contractor employee must have submitted necessary clearance paperwork to Security through the designated contractor single security point of contact, packages must be submitted as a single complete and comprehensive package. Contractor employees without clearances will be provided visitor badges.

H.7.2 DEPARTING CONTRACTOR PERSONNEL

The Contractor shall notify OCIO Personnel and Security Administration when Contractor personnel will no longer be working on the contract. The Contractor must then turn in all badges, Government-furnished equipment and deliverables, and provide an updated list of GFP.

H.7.3 PROCESSING OF BACKGROUND INVESTIGATION PACKAGES FOR CONTRACTORS

Step One: Submit the following items to GSA/FAS/QAOD, Attn: Sandra Bowman/Robert Stanley, Crystal Plaza 4, 2200 Crystal Drive, Room L109, Arlington, VA 22202:

1. Contractor Information Worksheet (CIW)-Version 4: **(See Section J, Attachment L, instructions on page 2. The contractor's e-mail address must be accurate).**
2. GSA 3665, Authorization to Obtain Credit Report (if a Moderate Risk public trust certification is required) OR OF 306, Declaration for Federal Employment (if a Low Risk public trust certification is required). (See Section J, Attachments M and N)
3. FD 258, Fingerprint Cards (2). Fingerprinting can be done at:
 - o GSA, Central Office, Personnel Division, 18th & F Streets, NW, Rm. 1100, Bill Kaplan (202) 501-0610 or Darin Wilkerson (202) 501-1580, (M-F, between 9:30 –

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11:00 or 1:30 – 2:30). **Temporary located at One Constitution Square, 1275 First Street, NE, Washington, DC 20002**

- Police Station (there may be a cost)
 - Military installations (for active duty, reservists or retirees)
4. The COTR/Program Manager must review the package for accuracy and completeness.

Step Two: This office will initiate the contract employee (hereafter called applicant) in the Office of Personnel Management (OPM) automated Electronic Questionnaires for Investigations Processing System (e-QIP) and contact the applicant via e-mail with instructions to complete the security questionnaire.

Step Three: The applicant has three (3) business days to log into the OPM portal to complete the process. The applicant should be instructed to save all work in case they have to exit and return prior to completing the questionnaire.

Step Four: Extensions: E-mail/call robertl.stanley@gsa.gov or sandra.bowman@gsa.gov -703-605-1886 or 1887 with reasons for extension, and how many additional days are needed.

Step Five: When the applicant completes the e-QIP form, he/she should remember to **print out all signature pages (CER, REL, MEL)** prior to electronically releasing the e-QIP form to the Department of Homeland Security (DHS), Federal Protective Service (FPS) (the Reviewing Agency).

Certification Page (CER): Certification that the application is complete.

- **General Release (REL):** Authorization for Release of Information.
- **Authorization for Release of Medical (MEL) Information:** If required.

Step Six: The applicant should “**release**” the security questionnaire electronically to DHS/FPS and either upload signature pages in e-QIP or forward to Robert Stanley or Sandra Bowman.

Step Seven: This office will review and forward complete packages to DHS/FPS for further processing.

Note: The COTR/Program Manager must follow-up with applicant to ensure he/she has completed the security questionnaire in e-QIP and submitted signature pages prior to making an inquiry to this office regarding the status of their background investigation.

Instructions for Completing the Contractor Information Worksheet (CIW)

1. On the top portion:
 - **Type of Contractor:** Embedded
 - **ARRA Long Term Contractor:** Not Applicable
 - **Investigation Preference:** e-QIP
 - **Priority:** Normally "Routine". If requesting a MBI or BI, you have the option to "Expedite"
 - **Sponsor Office Symbol:** Office. symbol of GSA COTR/Program Mgr (MANDATORY)
 - **GSA Region:** CO for Central Office (MANDATORY)

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2. Complete Sections 1-5.
3. In box for “Alternate POC and Phone Number or Comments,” type the following comment: **Please send results to sandra.bowman@gsa.gov.**

Note: If you are unable to enter information on the form, refer to the instructions on page 2 of the CIW, "How to Enable Macros If You Are Not Able to Enter Information or Select Options Electronically."

H.9 ORGANIZATIONAL CONFLICT OF INTEREST AND NON-DISCLOSURE REQUIREMENTS

H.9.1 ORGANIZATIONAL CONFLICT OF INTEREST

If the contractor is currently providing support or anticipates providing support to the GSA FAS OCIO that creates or represents an actual or potential organizational conflict of interest (OCI), the contractor shall immediately disclose this actual or potential OCI in accordance with FAR Subpart 9.5. The contractor is also required to complete and sign an Organizational Conflict of Interest Statement in which the contractor (and any Subcontractors, consultants or teaming partners) agrees to disclose information concerning the actual or potential conflict with any proposal for any solicitation relating to any work in the task order. All actual or potential OCI situations shall be identified and addressed in accordance with FAR Subpart 9.5.

H.9.2 NON-DISCLOSURE REQUIREMENTS

If this TO requires the contractor to act on behalf of or provide advice with respect to any phase of an agency procurement, as defined in FAR 3.104-4, then the contractor shall ensure that all its personnel (to include subcontractors, teaming partners, and consultants) who will be personally and substantially involved in the performance of the TO:

- Execute and submit a Non-Disclosure Agreement prior to the commencement of any work on the TO, and
- Are instructed in the FAR 3.104 requirements for disclosure, protection, and marking of contractor bid or proposal information, or source selection information.

All proposed replacement contractor personnel also must submit a Non-Disclosure agreement and be instructed in the requirements of FAR 3.104. Any information provided by contractors in the performance of this TO or obtained by the Government is only to be used in the performance of the TO. The contractor shall put in place appropriate procedures for the protection of such information and shall be liable to the Government for any misuse or unauthorized disclosure of such information by its personnel, as defined above.

H.14 SECTION 508 COMPLIANCE EXEMPTION

This requirement is exempt from Section 508 compliance under FAR 39.204(d) Back Office Exemption. The equipment under the scope of the TO is located in spaces frequented only by service personnel for maintenance, repair, and occasional monitoring.

H.18 PURCHASING SYSTEMS

The objective of a contractor purchasing system assessment is to evaluate the efficiency and effectiveness with which the contractor spends Government funds and complies with Government policy with subcontracting.

Prior to the award of a TO the CO will verify the validity of the contractor's purchasing system. Thereafter, the contractor is required to certify to the CO no later than 30 calendar days prior to the exercise of any options the validity of their purchasing system. Additionally, if reviews are conducted of the purchasing system after the exercise of the option, the contractor shall provide the results of the review to the CO within ten workdays from the date the results are known to the contractor.

H.19 EARNED VALUE MANAGEMENT SYSTEM

EVM will be one of the criteria in award fee determination.

The contractor shall employ EVM in the management of this TO in accordance with the American National Standards Institute (ANSI)/Electronic Industries Alliance (EIA) Standard-748-A-1998, *Earned Value Management Systems*. A copy of the standard is available at <http://global.ihs.com/>. The Government expects the contractor to employ innovation in its proposed application of EVM techniques to this TO in accordance with best industry practices. The following EVM status information shall be included in each MSR:

- Planned Value (PV)
- Earned Value (EV)
- Actual Cost (AC)
- A cost curve graph plotting PV, EV, and AC on a monthly basis from inception of the TO through the last report, and plotting the AC curve to the estimated cost at completion (EAC) value.
- An EVM variance analysis that includes the following:
 - a. $\text{Cost variance} = (\text{EV} - \text{AC})$
 - b. $\text{Cost Variance \%} = (\text{CV}/\text{PV} \times 100\%)$
 - c. $\text{Cost Performance Index (CPI)} = (\text{EV}/\text{AC})$
 - d. $\text{Schedule Variance} = (\text{EV} \text{ minus } \text{PV})$
 - e. $\text{Schedule Variance \%} = (\text{SV}/\text{PV} \times 100\%)$
 - f. $\text{Schedule Performance Index (SPI)} = (\text{EV}/\text{PV})$
 - g. Estimate at Completion (EAC)
 - h. $\text{ACcum} + 1/\text{CPI} \times (\text{BAC} \text{ minus } \text{EV cum})$
 - i. $\text{ACcum} + 1/\text{CPI} \times \text{SPI} \times (\text{BAC} \text{ minus } \text{EVcum})$
 - j. $\text{Variance at Completion (VAC)} = (\text{BAC} \text{ minus } \text{EAC}) \text{ for EAC}$
 - k. $\text{Variance at Completion \%} = (\text{VAC}/\text{BAC} \times 100\%) \text{ for EAC}$
 - l. Estimate to Completion (ETC)
 - m. Expected Completion Date

SECTION H – SPECIAL CONTRACT REQUIREMENTS

- Explain all variances greater than ten percent.
- Explain, based on work accomplished as of the date of the report, whether the performance goals will be achieved.
- Discuss the corrective actions that will be taken to correct the variances, the risk associated with the actions.

The Government will conduct an Integrated Baseline Review within 60 calendar days after TOA, or exercise of significant TO options, or incorporation of major TO modifications. The objective of the Integrated Baseline Review is for the Government and the contractor to jointly assess areas, such as the contractor's planning, to ensure complete coverage of the TO, logical scheduling of the work activities, adequate resources, and identification of inherent risks.

H.23 TRAVEL

H.23.1 TRAVEL REGULATIONS

Contractor costs for travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

Federal Travel Regulations (FTR) - prescribed by the GSA, for travel in the contiguous U.S.

H.23.2 TRAVEL AUTHORIZATION REQUESTS

Before undertaking travel to any Government site or any other site in performance of this TO, the contractor shall have this travel approved by, and coordinated with, the FAS OCIO TPOC and FEDSIM COR. Notification shall include, at a minimum, the number of persons in the party, traveler name, destination, duration of stay, purpose, and estimated cost. Prior to any long distance travel, the contractor shall prepare a Travel Authorization Request for Government review and approval. Long distance travel will be reimbursed for cost of travel comparable with the Federal Travel Regulations (FTR).

Requests for travel approval shall:

- Be prepared in a legible manner.
- Include a description of the travel proposed including a statement as to purpose.
- Be summarized by traveler.
- Identify the TO number.
- Identify the CLIN and Interagency Agreement account associated with the travel.
- Be submitted in advance of the travel with sufficient time to permit review and approval.

The contractor shall use only the minimum number of travelers and rental cars needed to accomplish the task(s). Travel shall be scheduled during normal duty hours whenever possible.

H.24 TOOLS AND ODCs

The Government may require the contractor to purchase hardware, software, and related supplies critical and related to the services being acquired under the TO. Such requirements will be identified at the time a TOR is issued or may be identified during the course of a TO by the Government or the contractor. If the contractor initiates a purchase within the scope of this TO and the prime contractor has an approved purchasing system, the contractor shall submit to the FEDSIM COR a Request to Initiate Purchase (RIP). If the prime contractor does not have an approved purchasing system, the contractor shall submit to the CO a Consent to Purchase (CTP). The RIP and CTP shall include the purpose, specific items, estimated cost, cost comparison, and rationale. The contractor shall not make any purchases without an approved RIP from the COR or an approved CTP from the CO and without complying with the requirements of section H.25 below.

H.25 COMMERCIAL SOFTWARE AGREEMENTS

H.25.1 The Government understands that commercial software tools that may be purchased in furtherance of this Task Order as described in section H.24 and as contemplated in the Tools and ODC CLINs in section B.7 may be subject to commercial agreements which may take a variety of forms, including without limitation licensing agreements, terms of service, maintenance agreements, and the like, whether existing in hard copy or in an electronic or online format such as "clickwrap" or "browsewrap" (collectively, "Software Agreements"). The parties acknowledge that the FAR clause at 12.212(a) requires the Government to procure such tools and their associated documentation under such Software Agreements to the extent such Software Agreements are consistent with Federal law.

H.25.2 In order to ensure that the Software Agreements are consistent with Federal law, the contractor shall not make any purchase contemplated in section H.24 above without first securing the consent of the licensor of such software tools to amend the Software Agreements in accordance with the Amendment clause set forth in section H.25.4 below. The contractor shall submit documentary evidence of such consent as part of its technical proposal.

H.25.3 The requirements of this section H.25 apply only to those commercial software tools newly purchased under this Task Order; they do not apply to software furnished as GFI/GFE (if any). Further, they apply only to those Software Agreements that define the Government as the licensee or are intended to be transferred or assigned to the Government, with the Government becoming the licensee, at the end of this Task Order.

H.25.4 As used in the Amendment clause, the term "this Agreement" refers to each Software Agreement. The relevant definitions and the capitalization of terms (e.g., Licensee, Licensor, Software, Agreement) may be adjusted as necessary to match the nomenclature of the Software Agreement.

Amendment

SECTION H – SPECIAL CONTRACT REQUIREMENTS

For Federal Government Licensees, this Agreement is hereby amended as follows:

1. ***Dispute resolution and governing law:*** Any arbitration, mediation or similar dispute resolution provision in this Agreement is hereby deleted. This Agreement shall be governed by and interpreted and enforced in accordance with the laws of the United States of America, and dispute resolution shall take place in a forum, and within the time period, prescribed by applicable federal law. To the extent permitted by federal law and then only to the extent not pre-empted by federal law, the laws of the state specified in this Agreement (excluding its choice of law rules) will apply. No equitable or injunctive relief, and no shifting of legal fees or costs, may be sought against the Federal Government Licensee except as, and then only to the extent, specifically authorized by applicable federal statute.
2. ***Indemnification:*** Any provisions in this Agreement requiring any Federal Government Licensee to indemnify any party are hereby deleted and shall not apply. Any provisions requiring the licensor to indemnify the Federal Government Licensee shall be revised to state that such indemnification, and the conduct and/or settlement of any applicable proceedings, shall be subject to 28 USC 516.
3. ***Changes in templates:*** This Agreement shall apply in the version attached hereto. Subsequent updates to or changes in the licensor's standard commercial templates for such agreements shall not be binding on the Federal Government Licensee, except by prior express written agreement of both parties.
4. ***Fees, taxes and payment:*** If the Software is licensed as part of a separate Government contract between the Federal Government Licensee and a prime contractor, the provisions of such contract regarding fees, taxes and payment shall supersede any provisions of this Agreement regarding same. Notwithstanding the foregoing: (a) express written agreement of the Federal Government Licensee shall be required prior to (i) any extension or renewal of this Agreement or the associated fees or (ii) any change in the fees; (b) late payments shall be governed by the Prompt Payment Act and the regulations at 5 CFR 1315; and (c) no cost of collection on delinquent invoices may be sought against the Federal Government Licensee except as, and then only to the extent, specifically authorized by applicable federal statute.
5. ***Assignment:*** Licensor may not assign this Agreement or its rights or obligations thereunder, in whole or in part, except in accordance with the procedures set forth in FAR subparts 32.8 and/or 42.12, as applicable.
6. ***No waiver of liability or cause of action:*** Any provision requiring the Federal Government Licensee to agree to waive or otherwise not to pursue any claim against the licensor it may otherwise have is hereby deleted. Without limiting the generality of the foregoing, the parties agree that nothing in this Agreement, including but not limited to the limitation of liability clauses, in any way grants the licensor a waiver from, release of, or limitation of liability pertaining to, any past, current or future violation of federal law and that no clause restricting users' statements shall be read to restrict the Federal Government Licensee's ability to pursue any course of action otherwise permitted by federal law, regulation, or policy, including without limitation making public statements in connection with any suspension or debarment action.

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7. **Audit:** Any clauses in this Agreement allowing for an audit of the Federal Government Licensee's records or information systems, or verification of its compliance with this Agreement generally, shall be subject to the Federal Government Licensee's requirements pertaining to security matters, including without limitation clearances to be held and non-disclosure agreements to be executed by auditors, badging or escorting requirements for access to premises, and other applicable requirements. Any over-use identified in an audit shall be referred to the prime contractor or the Federal Government Licensee's contracting officer (as applicable) for action. No audit costs may be sought against the Federal Government Licensee except as, and then only to the extent, specifically authorized by applicable federal statute.
8. **Compliance with laws:** The parties acknowledge that the United States, as a sovereign, is subject to the laws of the United States. Nothing in this Agreement shall be interpreted to imply consent by any Federal Government Licensee to submit to the adjudicative or enforcement power of any regulatory, administrative, or judicial authority of, or the application of the laws of, another jurisdiction. Any provision inconsistent with applicable federal law that is not listed above is hereby deemed omitted from this Agreement to the extent of such inconsistency.
9. **Third party terms:** Any third party licensing terms associated with third-party software components or products embedded in or otherwise provided with the Software shall be deemed amended in accordance with sections 1-8 above.

H.26 INTELLECTUAL PROPERTY RIGHTS

The existence of any patent, patent application or other intellectual property right that encumbers any deliverable must be disclosed in writing on the cover letter that accompanies the delivery. If no such disclosures are provided, the data rights provisions in FAR 52.227-14 apply. The Software Agreements referenced in section H.25, amended as contemplated therein, shall be deemed to constitute such disclosure with regard to their associated commercial software tools and shall prevail over any inconsistent provision in FAR 52.227-14 to the extent of such inconsistency.

H.27 AWARD FEE

See the Award Fee Determination Plan in Section J, (Attachment J).

H.27.1 ESTABLISHMENT AND DETERMINATION OF AWARD FEE

The award fee dollar pool will be established on execution of the TO. The Government reserves the right to adjust these amounts to reflect any change in the Estimated Cost for (insert appropriate TO period). The amount of Award Fee is established at award and cannot exceed ____% (award fee) over the life of the order. The Government will, at the conclusion of each specified evaluation period(s), evaluate the contractor's performance for a determination of award fee earned. The contractor agrees that the determination as to the amount of the award fee

SECTION H – SPECIAL CONTRACT REQUIREMENTS

earned will be made by the Government AFDO and such determination is binding on both parties and shall not be subject to the “Disputes” clause or to any board or court.

The evaluation of contractor performance will be in accordance with the AFDP (Section H.27.3). The Government will promptly advise the contractor in writing of the determination and reasons why the award fee was not earned. The contractor may submit a self-evaluation of performance for each period under consideration. While it is recognized that the basis for the determination of the fee will be the evaluation by the Government, any self-evaluation which is received within ten workdays after the end of the period being evaluated may be given consideration as deemed appropriate by the Award Fee Evaluation Board (AFEB). Any cost associated with the development and presentation of a self-evaluation will not be allowed as a direct cost to this TO.

H.27.2 PROVISIONAL AWARD FEE PAYMENTS

- (1) Provisional award fee payments may be made under this TO pending the determination of the amount of fee earned for an evaluation period. The total amount of award fee available in an evaluation period that may be provisionally paid is the lesser of 50% of the award fee pool for the current period or the prior period's award fee. Provisional award fee payments may be made to the contractor at the end of each award fee period.
- (2) Provisional award fee payments will be superseded by the final award fee evaluation for that period. If provisional payments exceed the final evaluation score, the contractor will either credit the next payment voucher for the amount of such overpayment or refund the difference to the Government, as directed by the CO.
- (3) If the CO determines that the contractor will not achieve a level of performance commensurate with the provisional rate, the CO will discount or reduce the amount of the provisional award. The CO will notify the contractor in writing if it is determined that such discontinuance or reduction is appropriate.
- (4) Award fee determinations are unilateral decisions made solely at the discretion of the Government.

H.27.3 AWARD FEE DETERMINATION PLAN (AFDP)

An AFDP will be established by the Government, in consultation with the contractor, based on the objectives and concerns provided in the TO request and the contractor-provided solutions. The AFDP will include the criteria used to evaluate each area and the percentage of award fee available for each area. The initial plan will be finalized NLT 15 workdays after award date.

The AFDP may be revised unilaterally by the Government at any time during the period of performance. The Government will make every attempt to provide changes to the contractor 15 workdays prior to the start of the evaluation period to which the change will apply. The AFDP may be re-evaluated each evaluation period with input from the contractor.

The Government may, at its option, unilaterally revise the plan to include metrics gathered from the re-evaluation to be applied in future award fee periods.

H.27.4 DISTRIBUTION OF AWARD FEE

The Award Fee will be distributed in accordance with the AFDO determination and the AFDP (Section J, Attachment J)

SECTION H – SPECIAL CONTRACT REQUIREMENTS

If the Government initiates any action that impacts the contractual scope of work and/or schedule pursuant to the “changes” clause or other pertinent provisions of the TO, the maximum award fee available for payment for any evaluation periods impacted will be modified as negotiated between the parties.

H.28 CONTRACTOR TRAINING

The Contractor shall provide fully trained and experienced technical and lead personnel required for performance of all tasks under the Task Order. The Government will not reimburse the contractor for training classes needed to remain current with systems, software, features, and functions. Training of contractor personnel shall be performed at the Contractor’s expense except when the COR has given prior approval for training to meet special requirements that are specific to a particular task order. Only after approval will the Government will pay any direct charges associated with training (e.g. tuition, travel, and per-diem, if required). The Contractor shall pay, without Government reimbursement, salary and other expenses.

SECTION I – CONTRACT CLAUSES

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract. Section I of the contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:

I.2 FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This TO incorporates one more clauses by reference with the same force and effect as if they were given in full text. Upon request the CO will make their full text available. Also, the full text of a provision may be accessed electronically at:

FAR website: <https://www.acquisition.gov/far/>

| Clause No | Clause Title | Date |
|------------------|---|-------------|
| 52.204-9 | Personal Identity Verification of Contractor Personnel | Jan 2011 |
| 52.217-8 | Option to Extend Services Fill-In Date: 10 days | Nov 1999 |
| 52.217-9 | Option to Extend the Term of the Contract Fill-In Date: 30 days Fill-In Date: 30 days Fill-In Date: Five years | Mar 2000 |
| 52.227-14 | Rights in Data - General | Dec 2007 |
| 52.227-14 | Rights in Data – General Alternate II | Dec 2007 |
| 52.227.14 | Rights in Data – General Alternate III | Dec 2007 |
| 52.227-15 | Representation of Limited Rights Data and Restricted Computer Software | Dec 2007 |
| 52.234-4 | Earned value management system | Jul 2006 |
| 52.242-15 | Stop-work order | Apr 1989 |
| 52.242-15 | Stop-work order – Alternate I | Apr 1984 |
| 52.246-2 | Inspection of Supplies – Fixed Price | Aug 1996 |
| 52.246-3 | Inspection of Supplies – Cost reimbursement | May 2001 |
| 52.246-4 | Inspection of Services – Fixed Price | Aug 1996 |
| 52.246-5 | Inspection of Services – Cost reimbursement | Apr 1984 |
| 52.246-15 | Certificate of Conformance | Apr 1984 |
| 52.246-16 | Responsibility for Supplies | Apr 1984 |
| 52.249-2 | Termination for Convenience of the Government (Fixed-Price) | May 2004 |
| 52.249-6 | Termination (Cost Reimbursement) | May 2004 |
| 52.249-8 | Default (Fixed Price Supply and Service) | Apr 1984 |
| 52.251-1 | Government Supply Sources | Aug 2010 |

SECTION I – CONTRACT CLAUSES

I.3 GENERAL SERVICES ADMINISTRATION ACQUISITION MANUAL (GSAM), INCORPORATED BY REFERENCE

The full text of a provision may be accessed electronically at:

GSAM website: <https://www.acquisition.gov/gsam/gsam.html>

| Clause No | Clause Title | Date |
|------------------|----------------------------------|-------------|
| 552.232.25 | Prompt Payment | (Nov 2009) |
| 552.228-5 | Government as Additional Insured | (May 2009) |

SECTION J – LIST OF ATTACHMENTS

J.1 LIST OF ATTACHMENTS

| Attachment | Title |
|-------------------|--|
| A | GFP/GFI (electronically attached) |
| B | Monthly Status Report |
| C | Problem Notification Report |
| D | Employee/Contractor Non-Disclosure Agreement |
| E | Consent to Purchase (electronically attached) |
| F | Travel Authorization (electronically attached) |
| G | Project Staffing Plan Table Template (to be removed at TOA) |
| H | Key Personnel Qualification Matrix (to be removed at TOA) |
| I | Corporate Experience Sheets (to be removed at TOA) |
| J | Award Fee Determination Plan (AFDP) (electronically attached) |
| K | REMOVED |
| L | Contractor Information Worksheet (electronically attached) |
| M | GSA Form 3665, Authorization to Obtain Credit Report (electronically attached) |
| N | OF 306, Declaration for Federal Employment (electronically attached) |

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT A

GFP/GFI (electronically attached)

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT B

MONTHLY STATUS REPORT FOR (MONTH AND YEAR)

Contractor Name:
Contract and Task Order Number:
Prepared by:
Reporting Period:
Page 1 of __

Monthly Status Report

Work Planned for the Month

Work Completed During the Month

Work Not Completed During the Month

Work Planned for Next Month

Contract Meetings

Indicate the meeting date, meeting subject, persons in attendance and duration of the meeting.

Deliverable Status

Issues/Questions/Recommendations

Risks

Indicate potential risks, their probability, impact, and proposed mitigation strategy.

Funds Expended (Travel, Tools, and ODC CLINs only)

Accumulated invoiced cost for each CLIN up to the month being reported. Graphically present contract ceiling, funding and costs incurred to date by CLIN and total.

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT C

PROBLEM NOTIFICATION REPORT

TASK ORDER NUMBER: _____ DATE: _____

1. Nature and sources of problem:
2. COR was verbally notified on: (date) _____
3. Is action required by the Government? Yes_____ No_____
4. If YES, describe Government action required and date required:
5. Will problem impact delivery schedule? Yes_____ No_____
6. If YES, identify what deliverables will be affected and extent of delay:
7. Can required delivery be brought back on schedule? Yes_____ No_____
8. Describe corrective action needed to resolve problems:
9. When will corrective action be completed?
10. Are increased costs anticipated? Yes_____ No_____
11. Identify amount of increased costs anticipated, their nature, and define Government responsibility for problems and costs:

Attachment D
NON-DISCLOSURE AGREEMENT
BETWEEN
U.S. GENERAL SERVICES ADMINISTRATION (GSA)
FEDERAL SYSTEMS INTEGRATION AND MANAGEMENT CENTER (FEDSIM)
AND
[CONTRACTOR]

This agreement, made and entered into this _____ day of _____, 2012 (the “Effective Date”), is by and between GSA and [CONTRACTOR].

WHEREAS, [CONTRACTOR] and GSA FEDSIM have entered into [Contract No.], Task Order No. [INSERT] for services supporting the [CLIENT AGENCY AND PROGRAM/PROJECT NAME];

WHEREAS, [CONTRACTOR] is providing [DESCRIPTION, e.g., consulting/professional IT, engineering] services under the Task Order;

WHEREAS, the services required to support [PROGRAM/PROJECT NAME] involve certain information which the Government considers to be "Confidential Information" as defined herein;

WHEREAS, [CONTRACTOR] GSA desires to have [CONTRACTOR]’s support to accomplish the Task Order services and, therefore, must grant access to the Confidential Information;

WHEREAS, [CONTRACTOR] through its work at a Government site may have access to Government systems or encounter information unrelated to performance of the Task Order which also is considered to be Confidential Information as defined herein;

WHEREAS, GSA on behalf of [CLIENT AGENCY] desires to protect the confidentiality and use of such Confidential Information;

NOW, THEREFORE, for and in consideration of the mutual promises contained herein, the parties agree as follows:

- 1. Definitions.** “Confidential Information” shall mean any of the following: (1) "contractor bid or proposal information" and "source selection information" as those terms are defined in 41 U.S.C. § 2101; (2) the trade secrets or proprietary information of other companies; (3) other information, whether owned or developed by the Government, that has not been previously made available to the public, such as the requirements, funding or budgeting data of the Government; and *for contracts/orders providing acquisition assistance*, this term specifically includes (4) past performance information, actual/proposed costs, overhead rates, profit, award fee determinations, contractor employee data of offerors/contractors, methods or procedures used to evaluate performance, assessments, ratings or deliberations developed in an evaluation process, the substance of any discussions or deliberations in an evaluation

SECTION J – LIST OF ATTACHMENTS

process, and any recommendations or decisions of the Government unless and until such decisions are publicly announced. This term is limited to unclassified information.

- 2. Limitations on Disclosure.** [CONTRACTOR] agrees (and the [CONTRACTOR] Task Order personnel must agree by separate written agreement with CONTRACTOR) not to distribute, disclose or disseminate Confidential Information to anyone beyond the personnel identified in the [ATTACHED LIST], unless authorized in advance by the GSA Contracting Officer in writing. The Contracting Officer and TPOC will review the List to ensure it includes only those individuals to be allowed access to the information. The list, which may be updated from time to time, is approved when signed by the GSA Contracting Officer and TPOC.
- 3. Agreements with Employees and Subcontractors.** [CONTRACTOR] will require its employees and any subcontractors or subcontractor employees performing services for this Task Order to sign non-disclosure agreements obligating each employee/subcontractor employee to comply with the terms of this agreement. [CONTRACTOR] shall maintain copies of each agreement on file and furnish them to the Government upon request.
- 4. Statutory Restrictions Relating to Procurement Information.** [CONTRACTOR] acknowledges that certain Confidential Information may be subject to restrictions in Section 27 of the Office of Federal Procurement Policy Act (41 U.S.C. § 2101 et seq.), as amended, and disclosures may result in criminal, civil, and/or administrative penalties. In addition, [CONTRACTOR] acknowledges that 18 U.S.C. § 1905, a criminal statute, bars an employee of a private sector organization from divulging certain confidential business information unless authorized by law.
- 5. Limitations on Use of Confidential Information.** [CONTRACTOR] may obtain Confidential Information through performance of the Task Order orally or in writing. These disclosures or this access to information is being made upon the basis of the confidential relationship between the parties and, unless specifically authorized in accordance with this agreement, [CONTRACTOR] will:
 - a) Use such Confidential Information for the sole purpose of performing the [PROGRAM/PROJECT] support requirements detailed in the Task Order and for no other purpose;
 - b) Not make any copies of Confidential Information, in whole or in part;
 - c) Promptly notify GSA in writing of any unauthorized misappropriation, disclosure, or use by any person of the Confidential Information which may come to its attention and take all steps reasonably necessary to limit, stop or otherwise remedy such misappropriation, disclosure, or use caused or permitted by a [CONTRACTOR] employee.
- 6. Duties Respecting Third Parties.** If [CONTRACTOR] will have access to the proprietary information of other companies in performing Task Order support services for the Government, [CONTRACTOR] shall enter into agreements with the other companies to protect their information from unauthorized use or disclosure for as long as it remains proprietary and refrain from using the information for any purpose other than that for which it was furnished. [CONTRACTOR] agrees to maintain copies of these third party

SECTION J – LIST OF ATTACHMENTS

agreements and furnish them to the Government upon request in accordance with 48 C.F.R. § 9.505-4(b).

- 7. Notice Concerning Organizational Conflicts of Interest.** [CONTRACTOR] agrees that distribution, disclosure or dissemination of Confidential Information (whether authorized or unauthorized) within its corporate organization or affiliates, may lead to disqualification from participation in future Government procurements under the organizational conflict of interest rules of 48 C.F.R. § 9.5.
- 8. Entire Agreement.** This Agreement constitutes the entire agreement between the parties and supersedes any prior or contemporaneous oral or written representations with regard to protection of Confidential Information in performance of the subject Task Order. This Agreement may not be modified except in writing signed by both parties.
- 9. Governing Law.** The laws of the United States shall govern this agreement.
- 10. Severability.** If any provision of this Agreement is invalid or unenforceable under the applicable law, the remaining provisions shall remain in effect.

In accordance with Public Law No. 108-447, Consolidated Act, 2005, the following is applicable:

These restrictions are consistent with and do not supersede, conflict with, or otherwise alter the employee obligations, rights, or liabilities created by Executive Order No. 12958; section 7211 of title 5, United States Code (governing disclosures to Congress); section 1034 of title 10, United States Code, as amended by the Military Whistleblower Protection Act (governing disclosure to Congress by members of the military); section 2302(b)(8) of title 5, United States Code, as amended by the Whistleblower Protection Act (governing disclosures of illegality, waste, fraud, abuse or public health or safety threats); the Intelligence Identities Protection Act of 1982 (50 U.S.C. 421 et seq.) (governing disclosures that could expose confidential Government agents); and the statutes which protect against disclosure that may compromise the national security, including sections 641, 793, 794, 798, and 952 of title 18, United States Code, and section 4(b) of the Subversive Activities Act of 1950 (50 U.S.C. 783(b)). The definitions, requirements, obligations, rights, sanctions, and liabilities created by said Executive order and listed statutes are incorporated into this agreement and are controlling.

- 11. Beneficiaries.** If information owned by an individual or entity not a party to this agreement is disclosed or misappropriated by [CONTRACTOR] in breach of this agreement, such information owner is a third party beneficiary of this agreement. However, nothing herein shall create an independent right of action against the U.S. Government by any third party.

IN WITNESS WHEREOF, GSA and [CONTRACTOR] have caused the Agreement to be executed as of the day and year first written above.

SECTION J – LIST OF ATTACHMENTS

UNITED STATES GENERAL SERVICES ADMINISTRATION

Name

Date

Title

[CONTRACTOR]

Name

Date

Title

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT E
CONSENT TO PURCHASE
(electronically attached)

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT F

Travel Authorization
(electronically attached)

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT G

STAFFING PLAN TEMPLATE (TO BE REMOVED AFTER TASK ORDER AWARD)

By Base Period and Each Task Order Period

[illegible]

***Only fill in the qualifications the first time the name appears in the tables.**

ATTACHMENT H – KEY PERSONNEL QUALIFICATIONS MATRIX

EXAMPLE - The following is an example of how the Qualifications Matrix shall map to Section H.2 of the TOR. The example detailed below describes a case in which the TO requires a Senior Network Engineer:

H.2.7 PROJECT MANAGER

It is required that the proposed PM have the following qualifications:

- PMP® Certification, and an ITIL® Foundation and/or Practitioner Certification, for either ITIL® v.2 or v.3, at time of proposal submission. This will be evaluated on a Pass/Fail basis.

It is desirable that the proposed PM has the following desirable qualifications:

- Demonstrated experience in the management and control of complex information technology infrastructure involving internet and multiple disparate network subsystems, that are in similar size and scope as described in this TOR.
- Demonstrated experience with the management, manpower utilization, and supervision of employees (including subcontractors) of various labor categories and skills in projects similar in size and scope as proposed for the TOR.
- Experience in a quality assurance environment that includes, at a minimum, knowledge of customer satisfaction tracking, user complaint and monitoring programs, and quality control (QC) programs.
- Demonstrated ability for oral and written communication with the highest levels of management including the ability to effectively communicate technical details.

The offeror for this example is proposing John Smith as a Project Manager per GWAC labor category. The Key Qualification Matrix would be formatted as follows:

SECTION J – LIST OF ATTACHMENTS

KEY PERSONNEL QUALIFICATIONS MATRIX (SAMPLE)

Proposed Personnel Name: John Smith, List any Professional Certifications and Dates

Proposed meets the contract requirements (per H.x.x) for: Project Manager

Proposed meets the requirements of the Alliant Basic Contract for Labor Category: Project manager

Security Clearance:

Proposed person is available to begin work on the start date designated in Section F.

| Requirements | Place of Work | Official Title for Each Position Held | Years of Experience For Each Position Held (include month and year) | Description of experience and qualifications for each position held |
|-------------------|---------------|---------------------------------------|---|---|
| TOR Section H.x.x | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Note: Multiple pages for qualifications are acceptable. END OF SAMPLE

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT I

CORPORATE EXPERIENCE DESCRIPTION FORMAT

| | |
|--|-----------------------|
| Project Title: | |
| Project Description (Expand Cells as Needed), include Services Provided, Relevance in Size, Scope, Complexity, Performance-Based | |
| Discuss Similarities in Management/Technical Support Challenges / Risk Management in Managing through a Dynamic Environment | |
| | |
| | |
| Contract Number | |
| Contract Amount | Period of Performance |
| IT Services Amount (as applicable) | |
| Contractor | |
| Client Company/Agency Name | |
| Client Contracting Official Name, Phone, E-mail | |
| Client Technical Official Name, Phone, E-mail | |
| | |

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT J

Award Fee Determination Plan (electronically attached)

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT K

REMOVED

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT L

Contractor Information Worksheet (electronically attached)

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT M

GSA Form 3665, Authorization to Obtain Credit Report (electronically attached)

SECTION J – LIST OF ATTACHMENTS

ATTACHMENT N

GSA Form 3665, Authorization to Obtain Credit Report (electronically attached)

SECTION K – REPRESENTATIONS, CERTIFICATIONS, AND OTHER STATEMENTS OF
OFFERORS OR RESPONDENTS

This page intentionally left blank.

L.1 52.252-1 SOLICITATION PROVISIONS INCORPORATED BY REFERENCE (FEB 1998)

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the CO will make the full text available. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation of offer. The solicitation provisions and/or contract clauses are available in either HTML or PDF format at:

<https://www.acquisition.gov/far>

| Clause No | Clause Title | Date |
|-----------|---|------------|
| 52.215-1 | Instructions to Offerors-Competitive Acquisition | (JAN 2004) |
| 52.215-20 | Requirements for Cost or Pricing Data or Information Other Than Cost or Pricing Data – Alternate IV | (OCT 2010) |
| 52.232-38 | Submission of Electronic Funds Transfer Information with Offer | (MAY 1999) |

L.2 GENERAL INSTRUCTIONS

- a. Offerors shall furnish the information required by this solicitation. A Standard Form (SF) 33, "Solicitation, Offer, and Award," completed and signed by the offeror, Block 17, constitutes the offeror's acceptance of the terms and conditions of the proposed TO. Therefore, the SF 33 must be executed by a representative of the offeror authorized to commit the offeror to contractual obligations.
- b. Offerors are expected to examine this entire solicitation document including the Contract. Failure to do so will be at the offeror's own risk.
- c. The Government may make award based on initial offers received, without discussion of such offers. Proposals shall set forth full, accurate, and complete information as required by this solicitation package (including Attachments). The penalty for making false statements in proposals is prescribed in 18 U.S.C. 1001.
- d. Offerors submitting restrictive data will mark it as follows in accordance with the FAR 52.215-1, Instructions to Offerors-Competitive Acquisition which is incorporated by reference. Clause 52.215-1 states: "Offerors who include in their proposals data they do not want disclosed to the public for any purpose or used by the Government except for evaluation purposes, shall –

Mark the title page with the following legend:

"This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used or disclosed--in whole or in part--for any purpose other than to evaluate this proposal or quotation. If, however, a Task Order is awarded to this offeror as a result of--or in connection with--the submission of this data, and the Government incorporates the proposal as part of the award, the Government shall have the right to duplicate, use, or disclose the data. Also, this restriction does not limit the Government's right to use information contained in this data if it is obtained

from another source without restriction. The data subject to the restriction is contained in sheets (insert numbers or other identification of sheets)"; and Mark each sheet of data it wishes to restrict with the following legend:

"Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal or quotation."

- e. The Government assumes no liability for disclosure or use of unmarked data and may use or disclose the data for any purpose. Unless restricted, information submitted in response to this request may become subject to disclosure to the public pursuant to the provisions of the Freedom of Information Act (5 U.S.C. 551).
- f. The authorized negotiator or the signatory of the SF-33 will be notified of the date and time of the oral technical proposal presentation. Offerors shall provide the name of the individual, the position title, telephone number, fax number, and electronic mail address of that individual.
- g. This procurement is conducted under the procedures of FAR Subpart 16.5. The policies and procedures of FAR Subpart 15.3 do not apply.

L.3 SUBMISSION OF QUESTIONS

Offerors are requested to submit their questions grouped by solicitation Section and make reference to the particular Section/Subsection number. Questions must be received before the date specified in the cover letter for receipt of questions. **Questions or requests for extension submitted after the cut-off date will not be considered.** Any information given to a prospective offeror concerning this solicitation will be furnished promptly to other prospective offerors as an amendment to the solicitation.

L.4 AVAILABILITY OF EQUIPMENT AND SOFTWARE

All commercial hardware and software proposed in response to this solicitation document shall have been formally announced for general release on or before the closing date of the solicitation. Failure to have equipment or software announced prior to submission of proposal may render the offeror's proposal unacceptable.

L.5 GENERAL INFORMATION

The total estimated value of the TO is between \$27.7 million and \$30.7 million, including all transition costs, fees, ODCs, and Travel.

L.6 SUBMISSION OF OFFERS

Each offer shall be in three parts. The offeror shall submit all on the due date indicated on SF 33.

Part I is the written Cost/Price proposal and shall contain the following:

- Solicitation, Offer and Award (SF33) (TAB A)
- Section B – Supplies or Services and Prices/Costs (TAB B)
- Cost/Price Supporting Documentation (TAB C)
- Subcontractor Supporting Documentation (TAB D)

- Cost Assumptions (TAB E)
- Organizational Conflict of Interest Statement (TAB F)
- Contract Registration (TAB G)
- Current Forward Pricing Agreements (Tab H)
- Cost Explanation (TAB I)
- Management Systems (TAB J)
- Cost Accounting Standards (CAS) Disclosure Statement (D/S) (TAB K)
- Verification of Adequate Cost Accounting System (TAB L)
- Financial Responsibility (TAB M)
- Overtime and Extended Hour Billing Practices (TAB N)

Part II is the written Technical Proposal and shall contain the following:

- Project Staffing Plan Table (TAB AA)
- Key Personnel Qualification Matrix (TAB BB)
- Letter of Commitment for all Proposed Key Personnel (TAB CC)
- Quality Control Plan (TAB DD)
- Corporate Experience (TAB EE)
- Key Subcontractor Agreement(s) (If Applicable) (TAB FF)
- Service Level Requirements (SLRs) TAB GG)
- Tools as a Service (TAB HH)
- Technical Assumptions (If Any) (TAB II)
- Evidence of amended Software Agreements, as described in section H.25 (TAB JJ)
- **Slides for Oral Technical Presentation Slides (Separately Bound)**

Part III is the Oral Technical Proposal presentation and shall contain the following topics (See Section L.10.5 for additional detail):

- Technical Approach
- Key Personnel and Project Staffing
- Management Approach
- Corporate Experience

The Contracting Officer will schedule the Oral Technical Proposal presentation after all proposals are received. The oral technical proposal presentation shall contain the information shown in paragraph L.10 below.

L.7 SUBMISSION OF THE WRITTEN COST/PRICE PROPOSAL (PART I)

Audits may be performed by Defense Contract Audit Agency (DCAA) on the offeror and all subcontracts. Cost/Price Proposals shall meet the DCAA audit submittal requirements. Cost proposals will be evaluated (but not scored) based on a Cost Realism Analysis. Offerors shall fully support all proposed costs. An offeror's proposal is presumed to represent the offeror's best efforts in response to the solicitation. Any inconsistency, whether real or apparent, between promised performance, and cost or price, shall be explained in the proposal.

SECTION L – INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

Offerors shall provide adequate information, which will allow the Government to perform a Cost Realism analysis. Pursuant to FAR 2.101, Cost Realism is defined as:

“...the process of independently reviewing and evaluating specific elements of each offeror's proposed cost estimate to determine whether the estimated proposed cost elements are realistic for the work to be performed; reflect a clear understanding of the requirements; and are consistent with the unique methods of performance and materials described in the offeror's technical proposal.”

Written Cost/Price Proposals shall be submitted as an original, one paper copies, and two electronic copy. The offeror shall submit all proposed costs using Microsoft Excel software utilizing the formats without cells locked and include all formulas. The offeror shall include adequate information, which will allow the Government to perform the required *Cost Realism* review. This review may include the following types of analyses:

- **Indirect Rate Review:** The offeror shall break out all proposed indirect rates (unburdened), by contract line item, and by each fiscal year. The offeror shall clearly identify the cost base in which all indirect rates are applied. If the offeror has an approved Forward Pricing Rate Agreement (FPRA), adequate proof of this approval shall be provided. Additionally, the offeror's cognizant DCAA auditor's name and phone number shall be included in the cost proposal. Historical indirect rates (unburdened) shall be provided (Overhead, Fringe, General and Administrative, etc.) for the last five years inclusive of appropriate explanations for any major increases and decreases in the rates between years.
- **Direct Labor Rate Review:** The offeror shall include the base labor rate (unburdened) for all proposed labor categories and all projected rates for all out years. The Key Personnel labor rates shall be supported by evidence of actual rates currently being paid. Additionally, the offeror shall include any information that may be available to support the reasonableness of all direct labor rates proposed for non-Key Personnel (e.g., actual labor rates for like positions). The offeror shall identify all direct labor escalation factors. Offerors shall include a cross-walk of its labor categories, basis of cost element, weightings, and explanations to those in the solicitation (e.g., used category average rates of xxx and yyy categories dated xx February 2011 with 40% and 60% weightings respectively). If GSA Schedule labor rates are utilized, provide the cross-walk and copy of GSA Schedule contract.
- **Award Fee Review:** The offeror shall break out all proposed award fees and clearly delineate the cost base in which the fee percentages are applied.
- **Balanced Contract Line Item Review.** Additionally, each offeror's cost proposal will be evaluated based on appropriately balanced contract line items. Unbalanced pricing (either too high or too low) may increase performance risk. Unbalanced pricing exists when, despite an acceptable total evaluated cost, the cost of one or more contract line items is significantly over or understated. The evaluated cost is the aggregate of all proposed contract line items inclusive of all options. If the offer is unbalanced, the

contracting officer shall – (i) consider the risks to the Government associated with the unbalanced pricing in determine the competitive range and in making the source selection decision; and (ii) consider whether award of the contract will result in paying unreasonably high prices for contract performance. An offer may be rejected if the contracting officer determines that the lack of balance poses an unacceptable risk to the Government.

- Comparison of Total Proposed Cost to the Government Independent Cost Estimate (IGCE): The Government will use the IGCE as an informational tool by comparing this estimate to the offeror's total proposed cost.

All prime offerors are responsible for ensuring that all subcontracts include the same type of cost detail as required above.

Pursuant to Section L.6, offerors shall not include any cost data in the technical proposal.

L.7.1 COST/PRICE PROPOSAL TABS

Written Cost/Price Proposals shall be submitted as an original and one **paper copy and two electronic copy CDs**.

The proposal shall contain the following tabs:

- a. Solicitation, Offer and Award (SF 33) (Tab A). When completed and signed by the offeror constitutes the offeror's acceptance of the terms and conditions of the proposed Task Order. Therefore, the form must be executed by representatives of the offeror authorized to commit the offeror to contractual obligations. Offerors shall sign the SF 33 in Block #17.
- b. Section B – Supplies or Services and Prices/Costs (Tab B). The offeror shall indicate the price to be charged for each item in Section B rounded to the nearest whole dollar.
- c. Cost/Price Supporting Documentation (Tab C). The information requested in the proposal is required to enable the Government to perform cost or price analysis. The offeror shall prepare one summary schedule (Section B) which provides the Total Not-To-Exceed Amount for each CLIN and the Total Not-To-Exceed Price offered. Along with the summary schedule, the offeror is required to provide full back-up documentation for each CLIN and proposed Task Area. The back-up documentation shall detail the labor categories to be used, labor hours proposed by category, material and equipment costs, and a total cost breakdown (to include a summary total for each cost component, e.g., labor, overhead, or G&A).
- d. Subcontractor Supporting Documentation (Tab D). The offeror shall also provide supporting cost/price documentation for all proposed subcontractors, to include the proposed type of subcontract and if the contract with the subcontractor is a Time and Material provide justification. In addition to the cost back-up documentation, Defense Contract Audit Agency contact information and relevant cost/pricing data shall be provided for all subcontractors. Failure to provide complete supporting documentation may result in no further consideration of the offeror's proposal. Subcontractors may

submit proprietary data directly to the Contracting Officer or through the prime contractor in a separate, sealed envelope.

- e. Cost Assumptions (Tab E). Offerors must submit, under a separate tab, all (if any) assumptions upon which the Cost Proposal is based.
- f. Organizational Conflict of Interest Statement (Tab F). The offeror shall complete and sign an Organizational Conflict of Interest Statement in which the offeror (and any subcontractors, consultants or teaming partners) disclose information concerning actual or potential organizational conflict of interest affecting the offeror's proposal or any work related to this TOR. The statement shall be accompanied by the offeror's plan for mitigation, avoidance, or neutralization, if appropriate.
- g. Contract Registration (Tab G). The offeror shall submit a statement that the contract vehicle under which this proposal is being submitted has been registered in TOS and that all information in TOS is up-to date.
- h. Current Forward Pricing Agreements (Tab H). The offeror shall submit all forward pricing agreements including that of the Prime Contractor, Subcontractors, Teaming Partners, Reorganizations & Mergers.
- i. Cost Explanation (TAB I). The offeror shall describe why the total cost of the Task Order is above or below the range in Section L.5. The offeror shall include an explanation that specifically draws the Government's attention to any unique technical aspects of the proposal the offeror would like the Government to consider as the justification for the deviation from the range.
- j. Management Systems (Tab J). The offer shall describe all applicable management systems (e.g., accounting, estimating, purchasing, EVMS). The offeror shall include the date of the last audit, results of the audit, audit report number, and date determined adequate.
- k. Cost Accounting Standards (CAS) Disclosure Statement (D/S) (Tab K). The offeror shall include a copy of the CAS D/S. Also, the offer shall state the adequacy of D/S, when audited, audit report number, when determined adequate by ACO, and include any non-compliances with CAS.
- l. Verification of Adequate Cost Accounting System (TAB L). The offeror shall include evidence that its cost accounting system has been approved by a federal agency and identify the relevant cognizant Federal Office, a contact point at the office, appropriate phone number, email address, etc., for the system.
- m. Financial Responsibility Determination (TAB M). The offeror shall provide the most current, completed, audited (if available) 2 years of consolidated financial statements, specifically balance sheets and income statements, or information that demonstrates the company's financial capacity. The contracting officer will use balance sheet and income statement financial information to determine financial capability. Note that providing tax returns is not required. The offeror shall provide a summary explanation for any negative financial information shown, including negative equity or income.
- n. Overtime and Extended Hour Billing Practices (TAB N). The offeror shall describe its overtime, on-call and extended hour billing practices. This information will be validated in accordance with the offeror's disclosed practices to DCAA.

L.8 SUBMISSION OF THE WRITTEN TECHNICAL PROPOSAL, PART II

Each offeror shall submit all information described in the following paragraphs. The offeror shall provide an original, six copies, **and six electronic copies** containing all required sections of this Part.

L.8.1 PROJECT STAFFING PLAN TABLE (TAB AA)

The offeror shall provide a Project Staffing Plan Table in accordance with the Project Staffing Plan Table Template (Section J, (Attachment G)). The submission shall contain all individuals that will be working on this effort. All Key Personnel proposed shall be available to begin work immediately on the Project Start Date indicated in Section F.5 of this solicitation.

If the names of all non-Key Personnel are not known prior to offer submission, the offeror may indicate “to be determined” in the Project Staffing Plan Table. The names of non-Key Personnel are the only identifiers that may remain unspecified in the Project Staffing Plan Table. The names of all non-Key Personnel that can be provided shall be provided.

L.8.2 KEY PERSONNEL QUALIFICATION MATRIX (TAB BB)

The offeror shall submit a Key Personnel Qualification Matrix for each Key Person proposed relating the specialized experience identified in Section H.2 of this TO and the qualifications of the person or persons being proposed for that position. For those additional Key Personnel proposed, the offeror shall identify the specialized experience and the corresponding qualifications for this experience. Each Key Personnel Qualification Matrix shall be limited to three (3) pages.

The offeror shall represent the following:

- All Key Personnel meet the requirements of the Alliant Contract.
- All Key Personnel meet the requirements of the TO, including any certification or automated tool experience requirements, and security clearance requirements.
- All Key Personnel named are available to begin work on the Project Start Date designated in Section F.

L.8.2.1 LETTER OF COMMITMENT (TAB CC)

The offeror shall represent that the Key Personnel named are available to begin work on the full performance start date designated in Section F. For each Key Person proposed, the offeror shall submit a **Letter of Commitment**, signed by each Key Person, that states that the employee will accept a position with the offeror (or subcontractor) and is available to work at the proposed full performance level of effort on the performance start date designated in Section F. The Letter of Commitment shall not exceed one (1) page in length per employee.

L.8.3 QUALITY CONTROL PLAN (TAB DD)

The offeror shall identify its approach to ensure quality control for both itself and any proposed subcontractors in meeting the requirements of the TOR in a Quality control plan (QCP). The

contractor shall describe its quality assurance and quality control methodology, to include, as a minimum, the following:

- a. Methodology for continuous improvement of processes and procedures used during the task order;
- b. Methodology for incorporating any post-award changes in the Government's AFDP into the contractor's QCP (include any proposed modifications to Government-provided service level metrics in this section);
- c. Methodology for tracking and reporting progress, schedule, and costs and coordinating with Government personnel to include roles and responsibilities during the task order;
- d. Identification of and resolution of issues and problems, including escalation of procedures; and
- e. Rationale for specifically assigning Key Subcontractor responsibilities (if applicable), Key Subcontractor work functions and roles, and how the Prime contractor will ensure the quality of subcontractor work.

The QCP shall not exceed 6 pages in length (minimum 12 point font size).

L.8.4 CORPORATE EXPERIENCE (TAB EE)

The offeror shall provide a description of three (3) contracts considered by the offeror as similar in scope, size, and complexity as the requirements stated in the TOR (need not be completed) within the last five (5) years. The corporate experience submitted may be from the **Prime Contractor or a proposed Key Subcontractor**. This can include other than a Federal Government project. The offeror experience must be as a prime contractor, the offeror cannot submit a corporate experience for which the Prime or Key Subcontractor served in a subcontractor role. The experience must have been gained performing as a Prime.

The corporate experience information must be submitted in the format provided in Section J, Attachment I. Each corporate experience description shall not exceed two (2) pages in length. The offeror should ensure that all of the points of contact are aware that may be contacted to verify corporate experience information.

L.8.5 KEY SUBCONTRACTOR AGREEMENTS (TAB FF)

In the event the offeror's Team (Prime/Sub relationship) has entered into agreements with specific Key Subcontractors (large or small) to perform work under the task order, a copy of this agreement shall be submitted with its written technical proposal submission. A Key Subcontractor is defined as a subcontractor which the offeror proposes to utilize as a key evaluated component which clearly augments and/or completes the offeror's understanding, knowledge, and/or approach in satisfying the technical requirements. The Key Subcontractor agreement, with appropriate signatures, must clearly detail the Key Subcontractor's name, point-of-contact, the Prime Contractor's name, and the type and extent of work to be performed by the proposed Key subcontractor. If the Government determines that the offeror has failed to submit a formal Subcontracting Agreement for a proposed Key Subcontractor which clearly is being

utilized to augment and/or complete the offeror's understanding, knowledge, and/or approach, the Government will consider this fact in its risk assessments when evaluating the offeror.

L.8.6 SERVICE LEVEL REQUIREMENTS (SLRs) AND PERFORMANCE METRICS (TAB GG)

Based on the SLRs provided by the Government, the Offeror shall recommend revisions (see Section F.8) as appropriate to its proposal. In addition, the contractor shall provide performance metrics for each of the proposed SLRs.

L.8.7 TOOLS AS A SERVICE (TAB HH)

The Offeror's proposal shall include a statement that verifies all tools provided as a part of the solution are included within the Offeror's cost proposal and available as a service to the Government.

L.8.8 TECHNICAL ASSUMPTIONS (TAB II)

Offerors shall identify and address any assumptions affecting the technical proposal citing the component(s) of the proposal to which they pertain.

The Government reserves the right to reject any proposal that includes any assumption that adversely impacts the Government's requirements.

L.8.9 PASS/FAIL REQUIREMENTS

Offerors shall ensure that their written technical proposal provides convincing evidence of the following minimum mandatory TOR requirements:

- The Government will reject any proposal that does not provide a name for each Key Person proposed at the proposal submission due date. A proposal that states, "To Be Determined" (TBD) for a proposed Key Person, or omits a required Key Person, will be rejected by the Government (See Section L.8.2)
- Letter of Commitment for all Key Personnel (See Section L.8.2.1)
- The proposed Project Manager shall have a PMP® Certification, and an ITIL® Foundation and/or Practitioner Certification, for either ITIL® v.2 or v.3, at time of proposal submission (See Section H.2.1)
- Letter of Confirmation that all tools proposed with the solution are included within the proposed cost and provided as a service to the Government (See Section L.8.7)

L.9 DELIVERY INSTRUCTIONS

Offerors shall deliver written proposals and receive acceptance from:

John Terrell/Karen Guthrie
GSC-QFOB-12-0108

SECTION L – INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

FEDSIM Project Number 12065GSM
GSA FAS AAS FEDSIM
2100 Crystal Drive
Suite 800 (QFOB)
Arlington, VA 22202

Proposals not received by 11:00 a.m. Eastern Time (ET) on the date stated in cover letter will not be considered.

L.10 PART III – ORAL TECHNICAL PROPOSAL PRESENTATION

Each offeror shall make an oral technical proposal presentation and participate in a question and answer (Q&A) session led by the CO and participated in by the Technical Evaluation Board (TEB) Members and other representatives of the Government. The offeror must be prepared to answer questions about the oral technical proposal presentation and the written technical proposal in the Q&A session. The oral technical proposal presentation and Q&A session will be held at the unclassified level. The oral technical proposal presentation will be used to assess the offeror's capability to satisfy the requirements set forth in the TOR. The offeror's oral technical proposal presentation shall contain the information in Section L.10.5.

The contents of all proposals will be delivered to FEDSIM at the same time. The oral presentation slides will be distributed to the TEB the morning of the oral presentation.

L.10.1 ORAL TECHNICAL PROPOSAL PRESENTATION CONSTRAINTS

The offeror shall identify the authors of the presentation by name and association with the offeror. Attendance at the presentation and the subsequent Q&A session shall be limited to the offeror's Key Personnel (all Key Personnel are highly encouraged to attend) and no more than three additional corporate representatives of the offeror. An offeror's "Key Personnel" includes only those persons who will be assigned to the TO as Key Personnel as described in Section H.2. The three additional people (e.g., CEOs, company presidents, or contract representatives) from the offeror may attend, but will not be allowed to participate in the presentation. Any of the three additional personnel may make a brief introduction which will not be evaluated, but will count towards the offeror's allotted time. For the remainder of the presentation, only Key Personnel shall present.

The offeror will be given 15 minutes for set up. After opening remarks by the Government, the offeror will be given up to 90 minutes to present. The presentation will be stopped precisely after 90 minutes.

Upon completion of the presentation, the Government will caucus to formulate any clarification questions regarding the technical proposal, however, proposal revisions are not expected and will not be allowed. The approximate length of time the offeror can expect the Government to caucus is 30 to 60 minutes. The Government and offeror will then address any clarification questions posed by the CO or the TEB Chairman. The clarification session is expected to last about one hour, if necessary. The offeror may briefly caucus to coordinate responses to specific

requests clarifications. The total presentation, caucus and clarification session are expected to last approximately three to four hours. The CO and the TEB Chairman will be responsible for ensuring the schedule is met and that all offerors are given the same opportunity to present and answer questions. Only those slides actually discussed and presented will be considered in the technical evaluation.

L.10.2 ORAL TECHNICAL PROPOSAL PRESENTATION MEDIA

There is no limit to the number of slides that can be presented during the oral technical proposal presentation, but only those slides presented during the oral presentation will be considered for evaluation (oral technical proposal presentation slides shall be submitted in advance with the written submission). Any slides over and above those presented during the oral presentation will be returned to the offeror and will not be evaluated as part of this source selection. No other media may be used. Presentation media is limited to computer-based graphics of the offeror's choice or normal viewgraph slides displayed using an appropriate projector. Unobtrusive company logos or names can be inserted in any or all slides. Slides should be sequentially numbered in the lower right corner. Transition effects shall not be used. The slides shall not contain any fonts smaller than a proportionally spaced font (such as Times New Roman) of at least 12 point.

Except for the screen provided in the conference room, the Government will provide no equipment. The offeror shall be responsible for any equipment necessary for the presentation.

L.10.3 ORAL TECHNICAL PROPOSAL PRESENTATION SCHEDULING

The CO will schedule the oral technical proposal presentation with the authorized negotiator or the signatory of the SF 33. Time slots will be assigned randomly and may not be changed or traded. The Government reserves the right to reschedule any offeror's oral technical proposal presentation at its sole discretion.

Oral Technical Proposal Presentations will be given at facilities designated by the CO. The exact location, seating capacity, and any other relevant information will be provided when the presentations are scheduled.

L.10.4 RECORDING OF THE ORAL TECHNICAL PROPOSAL PRESENTATION

The offeror may **not** record or transmit any of the oral presentation process. All offeror's electronic devices shall be removed from the room while the Government is caucusing after the oral presentation.

L.10.5 ORAL TECHNICAL PROPOSAL PRESENTATION TOPICS

The Government does not expect the offeror to provide a thorough presentation of those items already submitted in writing in Part II. Instead, the offeror shall address this information under the topics provided. The oral technical proposal presentation shall include the following topics, and be organized in the following order: Include topics such as the following:

- Topic 1: Technical Approach
- Topic 2: Management Approach
- Topic 3: Key Personnel and Project Staffing
- Topic 4: Corporate Experience

METHODOLOGY. For this acquisition the term “methodology” is defined as the system of practices, techniques, procedures and rules as required by this TO. This definition is based on the Project Management Institute’s Project Management Body of Knowledge.

L.10.5.1 TECHNICAL APPROACH (TOPIC 1)

The offeror shall identify and describe the methodology and analytical techniques to be used in fulfilling the technical requirements identified in the TO request. The offeror should tailor the technical approach to achieve the requirements as identified in Section C. The Technical Approach shall describe the following:

- a. The offeror’s knowledge of the current IT environment and how the offeror will use their corporate capabilities to support the requirements in this TO.
- b. The offeror’s technical approach/solution for meeting the PBSOW’s support services requirements (Tasks 1-5). The discussion shall identify the technical solution including analytical techniques, use of automated tools, proposed service levels, and roles and responsibilities
- c. The offeror’s specific transition strategy including testing, communications, and other vital transition methods and implementation of best practices to ensure a seamless transition. The transition approach shall ensure that contractor personnel and subcontractor personnel (if applicable) provide a seamless, risk mitigated, and effective transition to a fully operational state. The contractor’s transition approach shall incorporate the contractor’s understanding of existing FAS OCIO system life-cycle management processes and system requirements. The offeror’s transition strategy shall identify any recommended changes to management processes and roles and responsibilities for systems sustainment
- d. The offeror shall discuss the complexity of each functional area and what role the Government will play in each. In addition, the offeror shall address the dependency between the offeror’s proposed tasks (i.e., can they be performed or not performed without affecting other tasks).
- e. The offeror’s approach for planning and implementing modernization to include Database as a Service (DaaS) and Software as a Service (SaaS).
- f. The offeror’s approach to providing new technology and solutions throughout the term of the TO.
- g. The offeror’s process for reporting service outages and remediation.

L.10.5.2 KEY PERSONNEL AND PROJECT STAFFING (TOPIC 2)

The offeror shall describe their approach for identifying and applying qualified Key and Non-Key Personnel to complete task order objectives. This topic shall discuss the following elements:

- a. The offeror's rationale for choosing Key and Non-Key Personnel and the roles that Key Personnel will have for each task. Also present the proposed total distribution of labor hours for each labor category, for both Key and non-Key personnel, for each task, for the base period, and each option period (this may be presented in a bar chart format); and
- b. The offeror's approach for recruiting, training, and retaining qualified personnel throughout the task order's period of performance. The discussion shall include the methodology for meeting Security Requirements (see H.7) and Non Key Personnel requirements in (see H.3) identified in the TOR.

L.10.5.3 MANAGEMENT APPROACH (TOPIC 3)

The offeror shall discuss their approach for managing the task order to include the following elements:

- a. The offeror's approach for providing program management support, process management and control, detailed use of validated best practices, processes, and procedures, e.g., CMMI, and an approach for adequate small business participation.
- b. The offeror's management methodology for handling lines of authority and communication, organizational structure, and problem resolution methodologies for all stakeholders. Discuss how offeror (and Key Subcontractor personnel, if applicable) personnel will be held accountable for performance.
- c. The offeror's approach for risk management during the task order's period of performance from both a management and technical perspective, and possible risks and risk mitigation actions.

L.10.5.4 CORPORATE EXPERIENCE (TOPIC 4)

The offeror shall provide an overview of the Corporate Experiences provided in the written Technical Proposal that reflects/identifies corporate experience on projects that are similar in size, scope, and complexity to the requirements contained in Section C of the TOR. The offeror, as a minimum, shall discuss the scope of work, and how the experience is related to the FAS Database and Application Middleware Server Support requirement. The offeror should highlight challenges faced and what solutions and automated tools and service metrics were used to meet client requirements. The Offeror should discuss processes used, risk mitigation methods, and lessons learned.

M.1 METHOD OF AWARD

The Government anticipates awarding a TO to the offeror whose proposal is the most advantageous to the Government, price and other factors considered. Technical proposals will be evaluated based on the factors described in Section M.3. All evaluation factors other than cost or price, when combined, are significantly more important than cost. Award may be made to other than the lowest priced, technically acceptable proposal.

This acquisition is being conducted under FAR 16.5 principles and procedures of Subpart 15.3 do not apply. The Government may make award based on initial offers received, without discussion of such offers in accordance with FAR clause at 52.215-1 or the Government may make award after clarifications of some aspects of the proposal or discussions relative to price only. Accordingly, the Government reserves the right to do any or all of the following:

- Award on initial proposals, without discussion.
- Ask clarifying questions during the question and answer period of the oral presentations if needed. Clarification questions may include asking offerors to clarify statements made during oral presentations, if the contents of the oral presentations warrant clarification. Clarification questions may include asking offerors to clarify their written technical proposals. As a result, the Government may have communications with some, but not all, offerors; these communications, however, will be clarifications and not discussions. In these situations, the Government will consider the offeror's clarifying response(s) without allowing proposal revisions.
- After an offeror has been selected for award based upon a best value determination, the Government may negotiate a final reduced price. The negotiations will include reductions in profit/fee with the offeror selected for award in order to achieve the absolute best value for the Government.
- Have communications, ask clarifying questions, request corrections relative to minor errors in the cost proposal, or request cost/price substantiating documentation to facilitate the Government's final evaluation of cost proposals, with one or some offerors. These communications, clarifications, or requests for corrections or substantiating documentation will not materially change the offeror's proposal in terms of conformance to TOR requirements, constitute discussions such as the removal of an unacceptable assumption, or materially change pricing.

Proposals shall set forth full, accurate, and complete information as required by this solicitation package (including Attachments). The penalty for making false statements in proposals is prescribed in 18 U.S.C. 1001.

M.2 COST/PRICE PROPOSAL EVALUATION

The offeror's written cost proposals (Section L.6, Part I, Tabs A through N) will be evaluated to determine cost realism and reasonableness. Costs that are excessively high or low (without sufficient justification) may be considered unrealistic and unreasonable and may receive no further consideration. Any proposal that is not within the range 27.7 million to 30.7 million cited in Section B and in Section L.5 shall include an explanation that specifically draws the

SECTION M – EVALUATION FACTORS FOR AWARD

Government's attention to any unique technical aspects of the proposal the offeror would like the Government to consider as the justification for the deviation from the range. A determination of cost/price realism and reasonableness will include a determination by the CO that proper discounts have been offered commensurate with maximum order thresholds for prime contractors and teaming partners and in accordance with subcontractor arrangements.

M.2.1 ORGANIZATIONAL CONFLICT OF INTEREST

Tab F will be evaluated to assess whether or not an actual or potential OCI exists as defined by FAR Part 9.5. If a disclosed conflict of interest is found to exist that cannot be mitigated, avoided, or waived in accordance with FAR Part 9.5, that offeror will be ineligible for award.

M.2.2 COST ASSUMPTIONS

The Government reserves the right to reject any proposal that includes any cost assumptions that may adversely impact satisfying the Government's requirements.

M.2.3 OVERTIME AND EXTENDED BILLING HOUR PRACTICES

The Government reserves the right to reject any proposal that includes overtime or extended hours billing practices that adversely impact or affect the Government's requirements.

M.3 TECHNICAL EVALUATION FACTORS

The Government will evaluate technical proposals (Section L.6, Part II and Part III) based on the following factors:

Factor 1: Technical Approach information presented under the Technical Approach Topic (See L.10.5.1) as part of the oral technical proposal presentation, Service Level Requirements and Performance Metrics (See L.8.6), and evidence of Federally-compliant Software Agreements for software tools (see H.25).

Factor 2: Key Personnel and Project Staffing as shown on the written Project Staffing Plan Table (See L.8.1, Attachment G), Key Personnel Qualifications Matrices (See H.2, L.8.2, Attachment H), and the information presented under the Key Personnel and Project Staffing topic as part of the oral technical proposal presentation topic (See L.10.5.2).

Factor 3: Management Approach to include the Quality control plan (See L.8.3), Key Subcontractor Agreements (See L.8.5) and the information presented under the Management Approach topic (See L.10.5.3) as part of the oral technical proposal presentation.

Factor 4: Corporate Experience (See L.8.4) and the information presented under the Corporate Experience topic (See L.10.5.4) as part of the oral technical proposal presentation (See Corporate Experience Format; Section J, Attachment I)

SECTION M – EVALUATION FACTORS FOR AWARD

The technical proposal evaluation factors are listed in descending order of importance. All four technical factors combined are significantly more important than cost. The Government will combine the results of the written and oral submissions to arrive at a rating for the technical evaluation factors as a whole. The receipt of an evaluation rating of Not Acceptable in any single Factor may result in the overall proposal being determined Not Acceptable and therefore ineligible for award. **A failure on any single Pass/Fail criteria will make the proposal ineligible for award, with no further evaluation of the technical and pricing proposal accomplished by the Government.**

Pass/Fail Elements:

The following will be evaluated on a Pass/Fail basis:

- The Government will reject any proposal that does not provide a name for each Key Person proposed at the proposal submission due date. A proposal that states, “To Be Determined” (TBD) for a proposed Key Person, or omits a required Key Person, will be rejected by the Government (See Section L.8.2). This will be evaluated on a Pass/Fail basis.
- Letter of Commitment for all Key Personnel (See Section L.8.2.1). This will be evaluated on a Pass/Fail basis.
- The proposed Project Manager shall have a PMP® Certification, and an ITIL® Foundation and/or Practitioner Certification, for either ITIL® v.2 or v.3, at time of proposal submission (See Section H.2.1). This will be evaluated on a Pass/Fail basis.
- Letter of Confirmation that all tools proposed with the solution are included within the proposed cost and provided as a service to the Government (See Section L.8.7)

METHODOLOGY. For this acquisition the term “methodology” is defined as the system of practices, techniques, procedures and rules as required by this TO. This definition is based on the Project Management Institute’s Project Management Body of Knowledge.

M.3.1 FACTOR 1: TECHNICAL APPROACH

The Government will evaluate the technical approach factor based on the clarity and completeness of the approach and the degree to which the proposal meets the requirements of the TOR (Section L.10.5.1, L.8.6 and H.25) and includes innovative and efficient methodologies.

M.3.2 FACTOR 2: KEY PERSONNEL AND PROJECT STAFFING

The Project Staffing Plan Table will be evaluated to assess the degree to which it complies with the requirements outlined in L.8.1, including the estimated hours and labor mix (for both Key and non-Key personnel) and the experience, skill, and the desired qualifications of the personnel proposed. The Key Personnel Qualifications Matrices will be evaluated to assess the appropriateness and completeness of the experience, skill and qualifications of the proposed Key Personnel (reference H.2, L.8.2, and L.10.5.2). Key Personnel will also be evaluated to assess the currency and applicability of experience as it relates to H.2. The Government desires that the

offeror provide names for as many non-Key Personnel as possible at proposal submission. The Government will ensure that a signed Letter of Commitment is submitted for all proposed Key Personnel (See L.8.2.1). The Government will also evaluate the offeror's clarity and innovation for recruiting, training, and retaining qualified personnel throughout the task order's period of performance (See L.10.5.2).

M.3.3 FACTOR 3: MANAGEMENT APPROACH

The Management Approach will be evaluated to assess the degree to which it reflects an effective, efficient, feasible, and practical level of understanding of the operating environment in accomplishing the tasks and deliverables of the TOR from a management perspective, in particular those areas described in L.10.5.3, with minimal risk, using innovative and cost effective methods. The Government will also evaluate the project management strategy including indicators showing how the project will be implemented and the offeror's ability to manage resources including Earned Value Management.

The QCP (See Section L.8.3) will be evaluated to assess the completeness, relevancy, and efficiency as it relates to the PBSOW and reflects the offeror's methodology for continuous process improvement and the offeror's plan to monitor and perform quality management during the entire task order period of performance.

The Key Subcontractor Agreements will be evaluated to assess the clarity and effectiveness of the relationships established between the Prime Contractor and its Key Subcontractors in providing a transparent solution to the client.

M.3.4 FACTOR 4: CORPORATE EXPERIENCE

The Government will evaluate the offeror, and any Key Subcontractors based on the relevance of Corporate Experience information provided as it relates to the requirements of the TOR (See L.8.4 and L.10.5.4). The Government will consider the degree of relevance of corporate experience information obtained in relation to the size, scope, and complexity of this procurement. Corporate experience which is considered by the Government to be more closely related to the size, scope, and complexity of this effort will be given additional weight in the evaluation process.

M.4 TECHNICAL ASSUMPTIONS

All technical assumptions will be reviewed in the context of the technical factor to which they apply. The Government reserves the right to reject any proposal that includes any technical assumption that may adversely impact satisfying the Government's requirements.